



Inspection Report on

Plas Bryn Rhosyn

**Plas Bryn Rhosyn
Heol Illtyd
Neath
SA10 7SE**

Date Inspection Completed

14/07/2023

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About Plas Bryn Rhosyn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pobl Care and Support Limited
Registered places	59
Language of the service	English
Previous Care Inspectorate Wales inspection	9 May 2022.
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Plas Bryn Rhosyn is a welcoming and very well-presented purpose-built residential care service in the heart of Neath that provides both long term and short-term respite support to adults. People are content and appear very happy in the service and are supported by a team of long-standing dedicated care workers. People have up to date personal plans in place that reflect them well and give good, clear instructions on how best to support them. There are good recruitment procedures in place to recruit care workers safely. Care workers are supported in their roles and receive suitable training to ensure they have the necessary skills to carry out their roles successfully.

The service is very homely and well laid out with lots of indoor communal space and outdoor, safe garden areas for people to choose where to spend their time. There are robust maintenance procedures in place and the provider is very proactive in ensuring the environment continues to meet the needs of people.

There is an effective and visible management structure in the service. The Responsible individual (RI) visits the service routinely and when doing so spends the day with people in the service, chatting with them, eating with them, and experiencing what it is like to live in the service. This feedback and experience is then utilised to drive improvements in the service. The provider has many other quality of care oversight procedures in place to ensure that the service is the best it can be for people. And reports are generated as required at the right time.

Well-being

People have a voice and are encouraged to make choices and are treated with dignity and respect. People and/or their representatives participate in the assessment process prior to being admitted to the service and are encouraged to participate in the planning of their care. Regular reviews of personal plans take place to ensure that they are up to date with people's current support needs. People are encouraged to make choices multiple times a day including what they wear, the food they eat, where to spend their time and what activities to do. The RI spends time with people and their families to understand their experiences in the service to understand their thoughts about the service and to drive improvements.

People are protected from harm and neglect. There are excellent systems in place to keep people safe in the service, including fob operating doors, secure outdoor areas, sign in/ out procedures for visitors, and robust infection control procedures to minimise any risk of cross infection. Almost all care staff are up to date in safeguarding training, care workers spoken with know how to report any concerns they have about people. The provider has policies and procedures in place that are reviewed routinely. Plas Bryn Rhosyn is a welcoming and very well-maintained service and there are robust checks in place to ensure it remains safe, clean and homely for people.

People's emotional, physical, and mental health is maintained. The service has robust systems in place for the management of medication. Most of the staff in the service have been in post several years and know the people they support very well. This enables them to recognise any signs of ill health to take timely action. There is an activities programme in place so people can engage in planned activities should they wish and there is regular entertainment in the service so people can socialise and enjoy their time together.

People live in an environment that is very comfortable, homely and is well maintained to ensure it meets their needs. Each suite has its own open plan communal lounge, dining and kitchen area and separate outdoor area for people to enjoy spending their time, bedrooms are spacious and homely with en-suite facilities. The service also has a communal visitors lounge, and the separate kitchen and laundry room are suitably placed with separate facilities for staff.

People are supported by hardworking and dedicated care staff who are valued in their roles and trained appropriately to meet their needs. Care staff are happy in their roles and feel supported with regular supervision and quality checks in place. Feedback indicates the management team are approachable and understanding.

People are supported in a service where there is excellent oversight. The RI not only visits the service routinely, but actively becomes part of the service during visits. The whole day

they immerse themselves into the life of the home and sit with people, experience what they are experiencing, eat what they eat and take on board their feedback. The provider has a quality team in place who visit the service to undertake specific large audits including health and safety and document overview. Management audits also take place, and all regulatory processes and reports are completed in a timely manner.

Care and Support

People have personal plans in place that give good oversight of them as an individual and reflect their support needs well. We looked at five care files and were able to have good insight into people and their personalities, likes and dislikes. There was sufficient detail for care staff to understand their support needs and how best to provide this. Personal plans seen have been reviewed routinely. The manager told us care files are in the process of being audited and two of the files seen were in a new format; we found this to be easier to read and more straightforward for staff to follow and easier to navigate. There are detailed risk assessments in place to correspond with the personal plans and these are usually updated as required to reflect people's changing needs. Feedback from people in the service and relatives was positive and comments included: "they are fantastic, the staff are amazing. It's a lovely place and I'm so glad to be here" and "they are spot on, communication is amazing, they will ring me every time there is any issue".

There are good systems in place to manage medication at the service. Medication records are completed electronically. The manager explained that there have been difficulties with this system recently. However, the service is carrying out audits of all medication to ensure the correct stocks are in place and people are receiving the correct medication at the appropriate time. The provider is looking into this closely to resolve the issues as soon as possible. Medication is stored at appropriate temperatures in locked trolleys in designated rooms on each floor. Most staff in the service have been in post several years and know people very well. Because of this, they can recognise signs of ill health and seek additional or medical support as required.

People are protected from harm and neglect. We saw in care files that people who do not have the capacity to make their own decisions about aspects of their care and support and accommodation have appropriate Deprivation of Liberty Safeguards (DoLS) in place. Those seen were in date and reviewed as required. Safeguarding training is mandatory for all care staff in the service, we saw that over 80% of staff were up to date with this. Care staff spoken with have a good knowledge of the safeguarding procedures and are aware of their responsibilities to report any concerns.

People can participate in activities in the service. There is a keen activities coordinator in post who is working on a programme of activities. They have been getting to know people to understand the types of activities they would enjoy. Relatives often engage in activities too and we heard of some very lovely special events that had taken place in the home in the last few weeks. We saw people being very active in the service, laying tables, wrapping cutlery and other things which people seemed to enjoy. People appear to have good relationships with each other and care staff. We observed a mealtime where people and care staff sat together to eat their lunch, it felt like a family dinner and people seemed very content in doing.

Environment

The environment in Plas Bryn Rhosyn is an excellent example for residential care. The service is secure but does not feel enclosed. The front of the building has ample parking available for both staff and visitors. On entering the service there is a reception area and a large visiting room equipped with entertainment for visiting children, and kitchen facilities. Accessible toilets are also available for visitors. We saw that the roof of the building was a natural roof and 'eco-friendly'. All corridors, doorways, lifts are well lit with clear and clean flooring, welcoming and homely pictures on display. There is also a hair dressing room for people to enjoy having a pamper away from the living area of the home. The living area of the service is divided into five units. All the units have an open plan living, dining and kitchen area and secure outdoor space which is either part of or overlooks the courtyard. People's bedrooms are spacious and are all ensuite and personalised to their liking. Furniture seen was in a good state of repair, however the manager told us that new dining chairs were due to be delivered this week. The kitchen, laundry and staff facilities are in a separate secured area and there is also a separate lift for the transportation of food and nothing else to all the areas of the service to minimise any risk of contamination. The service has been carefully thought out with lots of features in place to support people living with dementia.

The service provider has procedures in place to identify and mitigate risks to health and safety. There are robust security measures in place in the service to ensure people are safe, doors within the home are secure with specialist devices in place for access. There is a maintenance person in post who carries out daily checks within the service to maintain the safety of people. We saw the maintenance file which evidences the routine environmental checks that take place, these included: fire alarm, emergency lighting and water temperature checks. Annual service certificates were seen for utilities in the service including gas service, Portable Appliance Testing (PAT), and lifting equipment. Chemicals used to ensure the service is clean are stored securely. The service was last inspected by Environmental Health in October 2022 and scored a 5, the maximum score 'very good' in the food hygiene ratings. There is ongoing work to manage a leak in the visitors' room, which may be temporarily unavailable. We saw that the manager is very responsive to environmental issues and prompt action is taken to arrange repairs when required.

Leadership and Management

There are excellent arrangements in place for consistently effective oversight of the service through ongoing quality assurance processes. The provider has a team of people who carry out different audits within the service on a routine basis, these include documentation reviews, health and safety visits and more. The RI visits the service as required, however on doing so rather than just speaking to people, they embrace the life of people living in the service for the day and experience the service first hand whilst taking in the feedback from people, their relatives, and staff. The manager told us that they feel very supported in their role and always have access to support. We saw regular management meetings take place and the RI has open lines of communication with the manager so any issues can be discussed as they arise. Regulatory visit reports were seen, and bi-annual quality of care reviews are completed to a high standard and give a good picture of the performance of the service, and any areas identified for improvement and actions in need of addressing. The service is delivered in accordance with the statement of purpose (SOP) and the sample of policies and procedures seen were reviewed routinely as required and reflect changes in legislation.

People have a dedicated care team who are recruited robustly and feel supported in their roles. The provider has a HR department that carries out quality checks in recruitment paperwork. We viewed six personnel files and found required documentation for pre-employment, and recruitment checks in place. Up to date Disclosure and Barring Service (DBS) checks are in place. Care staff receive lots of training through online and face to face sessions, the training matrix indicates most staff are up to date with almost all modules. We spoke with several care staff on duty and received numerous feedback surveys throughout the inspection. Feedback overall was positive with most staff feeling valued and content in their roles. We saw that staff receive routine supervision, observation quality checks and annual appraisals.

There is very good oversight of financial arrangements and investment in the service. The service is very well maintained, and we were told that a large delivery of replacement dining chairs was due to be delivered. Staffing levels on the day of the inspection and on viewed rotas appear appropriate to meet the needs of people. The provider has actively amended the environment by adding additional doors to connect the units so that night staff are able to support each other on duty. The manager has undertaken night shifts to understand the experience of night staff and to offer support. The manager explained that there is continuous investment by the provider to maintain the service effectively.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
44	There is water ingress in the ceiling areas above the laundry, near the kitchen area and in a corridor on the lower ground floor above double doors. This is a recurring issue within the building and continues to pose health and safety risks in relation to fire safety and electrical appliances supplies.	Achieved

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