



Inspection Report on

Dan Y Bryn

**84 Brecon Road Pontardawe
Swansea
SA8 4PD**

Date Inspection Completed

10/01/2024

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About Dan Y Bryn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pobl Care and Support Limited
Registered places	40
Language of the service	English
Previous Care Inspectorate Wales inspection	21/06/22
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

People and their relatives are very happy with the care and support provided at the service. They live in a comfortable, welcoming and homely environment which is warm, clean and suitable to meet their needs. There is excellent information available for staff to understand how to best meet people's care and support needs. People have effective personal plans in place which are reviewed regularly. There is a Responsible Individual (RI) in place and a manager registered with Social Care Wales.

Staff are available in sufficient numbers and have a mix of skills to adequately provide care and support to people. Care workers are knowledgeable, respectful and caring. Safety equipment is in place and health referrals are made when necessary to promote people's health and well-being. There are opportunities for people to take part in activities at home and in the local community.

There is a very effective and visible management team at the service. The service provider has developed systems to enable them to capture people's views and put checks and processes in place to keep service delivery under constant review. This feedback from people is then utilised for improvements in the service.

Well-being

People and their relatives are very happy with the care and support provided. There is excellent information available for staff to understand how to best meet people's care and support needs. People told us they get on well with staff and commented, "*the staff know what they are doing, they really care about us.*" A relative commented "*I am very happy with the home, I feel like I am part of the family whenever I visit.*" Records show people are offered choices to make everyday decisions. The responsible individual (RI) regularly speaks with people who live at the service and their families about what is important and how to best support them and this was supported by documentation seen by us.

People are protected from abuse and harm. Dan Y Bryn Care Home has an appropriate safeguarding policy in place and staff receive training in the safeguarding of adults at risk of abuse. The Service Manager has a good understanding of the legal requirements and understands when a safeguarding referral needs to be made to the Local Authority. Dan Y Bryn is a welcoming and very well-maintained service and there are robust checks in place to ensure it remains safe, clean and homely.

People get the right care and support. Records show that timely provider assessments are completed and referrals are made to a variety of healthcare professionals such as psychiatrists and physiotherapists. This is confirmed by comments from visiting professionals who told us they are satisfied with the care at Dan Y Bryn Care Home. They commented "*the staff are always willing to engage with advice and guidance and that it's a settled care home.*"

People can do the things that matter to them when they want to do them. There are a range of activities available which are meaningful to people. Throughout our visit we observed activities taking place facilitated by care workers. People told us they enjoy taking part in a variety of activities such as going out for a coffee, attending local attractions and the local rugby club. Relatives told us their family member is encouraged to stay active and to do as much as they can for themselves. A relative commented "*They make a great effort to engage people they support.*" This is reflected in people's records.

People live in suitable accommodation, which supports and encourages their well-being. People's bedrooms contain personalised items of their choice and are suitably furnished. They have facilities which encourage their independence. The building is very well-maintained and safety checks are completed when required.

Care and Support

There is an effective care planning system in place providing personal plans for all aspects of the individuals' physical, mental, and emotional wellbeing. We examined a sample of care files, which contained personal plans and risk assessments which are regularly reviewed. Person centred information is in place and referrals for advice and professional help regarding health services are sought as needed. Monitoring of care such as skin integrity and food and fluid intake is in place with information available to staff. Many 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 can do the things that matter to them when they want to do them. There are a range of activities available which are meaningful to people. There is photographic evidence and written documentation as well as observations of people undertaking activities that matter to them. Activities include going to attend a community club, local pub for food and daily shopping outings. People told us they enjoy taking part in a variety of activities. Some people were seen, without prompting, prior to their lunch-time meal to spontaneously start doing some arm-chair exercises as a group. Records show people have access to local community facilities. A visiting professional commented, the service is *“very settled and I have no concerns about Dan Y Bryn.”*

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. This has been confirmed in writing by the RI. The provider is looking to resolve the issues as soon as possible and has decided to contract with an alternative provider for their electronic medication administration system. Medication is stored at appropriate temperatures in locked trolleys in designated areas on each floor.

Policy, procedures and application of hygienic practices are in place to reduce risks of infection. Staff have an understanding of infection control and the use of personal protective equipment (PPE). Staff wear appropriate PPE and follow correct procedures. The home is very clean and tidy. Staff maintain appropriate standards of hygiene. Oversight and auditing of infection control measures are in place. The home has sufficient stocks of PPE.

Environment

The accommodation is welcoming and homely and benefits from good quality decor and furnishings. The living environment at Dan Y Bryn is an excellent model of a group living setting with four distinct areas all inter-connected within the home. There is a large communal area on the ground floor and each of the four areas has their own lounge dining rooms. Corridors, doorways and lifts are well lit with clear unobstructed and clean flooring. There are pictures of the local area on display which enhances the feeling of belonging to the community. There is also a hair dressing room for people to enjoy having their hair done and a pamper session away from the living area of the home. The environment is free of clutter throughout. We saw people sitting in the dining room and lounge on the ground floor and sitting in the comfort of their bedrooms which were personalised to their tastes.

There is a very strong system of monitoring and auditing, which supports a planned maintenance schedule and renewal programme for the fabric and decoration of the premises. This is managed by the staff at the home under the guidance of the manager and RI. The four bedrooms we viewed have facilities and equipment which are suitable for the individual.

The service provider has robust procedures in place to identify and mitigate risks to health and safety. The oversight of health and safety is in place with regular audits of the environment taking place. The maintenance person carries out daily checks within the service to maintain the safety of people. Records show equipment is regularly serviced to make sure people remain safe. People's personal records are held securely and access to the home is monitored by staff.

Laundry is managed appropriately and is well organised. All laundry equipment is in working order. There is an area with shelving for linen storage and ironing facilities. There is an organised storage area for household waste and clinical waste bins. The storage of substances which have the potential to cause harm was safe because we found that materials used for cleaning were stored in an appropriate locked cupboard.

Leadership and Management

The service provider has strong governance arrangements in place to support the smooth operation of the service. Effective measures for the oversight of the service are in place, such as systems for care planning, monitoring, and review to enable people to achieve their personal outcomes. The RI told us of plans to strengthen the recording of measurement of achievement of outcomes in care documentation. The service is provided in line with the objectives of the Statement of Purpose, which is regularly reviewed. We saw Policies and procedures are in place and reviewed regularly.

People can be assured the service provider and the management team monitor the quality of the service they provide to a very high standard. The RI visits the home regularly and meets with people and staff. The latest quality monitoring report showed people's feedback. Recommendations for improvements are included and implemented effectively. The RI has excellent oversight of the service and the manager conducts quality assurance system monitoring to ensure a high standard of quality care is delivered.

The service provider has extensive oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI told us of investment such as *"the on-going improvement in terms of decoration of both common and private areas including lighting and flooring. The service has also seen a replacement roof which offers a more accessible and useable outside space for residents."*

There are enough staff on duty to safely support and care for people. Records show there is a stable and consistent team in place with a mixture of experienced and new staff available, and this was seen during our inspection. There is some use of agency staff to enhance the numbers of staff. The RI told us that this was being reviewed to reduce the numbers of agency staff used.

People living at the home told us *"They (staff) can't do enough for me"* and a relative commented *"The staff attitude to the people they care for is second to none, they make my family member feel like part of the family."* Staff recruitment checks are completed prior to employment commencing. Supporting and developing staff with supervision, appraisal and training is sufficient.

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
58	The service has had a number (x5) of medication errors in the weeks leading up to the inspection, we also identified a medication error at the inspection where there was 1 tablet administered and unaccounted for. Through observations and discussions with staff we identified issues with the syncing of different laptops within the building relating to the Electronic Medication Management system. It was ascertained that the laptops in the care homes have the old Emar programme on them which is causing the issue.	Achieved

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