



Inspection Report on

Brynheulog Bungalow

Cwmbran

Date Inspection Completed

08/04/2024

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About Brynheulog Bungalow

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Enable Care Services (South Wales) Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	15 January 2024
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are supported by a familiar and dedicated staff team. Care workers engage with people in a dignified manner and support them to take part in a range of meaningful activities. Improved care planning documentation comprehensively outline people's needs and preferences. Meaningful wellbeing outcomes are devised with people, to help them achieve emotional and physical wellbeing. Improved safeguarding and health and safety arrangements keep people safe.

Care workers have the right knowledge and skills to carry out their roles effectively. Improved staffing arrangements mean there an appropriate number of care workers to support people safely throughout the day. The manager is dedicated to their role and knows people well. The provider took immediate improvement action following our previous inspection to ensure people live in a safe and suitable environment that supports them to achieve wellbeing.

This was a focused inspection and on this occasion, we only considered people wellbeing and care and support in detail.

Well-being

The manager took prompt action following our previous inspection to improve people's wellbeing. People have control over their day-to-day lives, and their individual circumstances are considered. Improved personal plans accurately reflect people's needs and preferences. Personal plans are co-produced with people and include what is important to them. Wellbeing outcomes provide people with goals to work towards to further enhance their overall wellbeing. Regular resident and key worker meetings mean people's voices are listened to. Feedback from these meetings is used to improve people's quality of life.

People appeared relaxed and happy at the time of our inspection. They live in a suitable and homely environment which promotes their wellbeing. People living at the service have developed strong bonds of friendship and take part in a range of wellbeing activities together. Two holidays have been booked for each person later in the year, in-line with their wellbeing goals. People's friends and family are encouraged to visit the home at any time.

People are safe from harm and abuse. People get the right care and support, as early as possible, to maintain their health and wellbeing. Prompt clinical intervention is sought when needed. People are safely supported to take prescribed medication to enable them to remain happy and healthy. Health needs are well detailed in personal plans and updated when any changes occur. More robust risk assessments are now in place to help mitigate risks. People are routinely reminded of their right to make a complaint or raise a concern due to the improvements made. Advocacy services are offered to help people understand their rights. Improved safeguarding arrangements mean that any safeguarding concerns are acted on swiftly, ensuring people are safe. Health and safety processes have been strengthened to ensure the environment is suitable and safe for people living, visiting, and working at the service. Safe staffing numbers mean people can be supported with dignity to do the things they want, when they want.

Care and Support

Care workers treat people with dignity and respect. There are sufficient staffing numbers to allow people to be supported promptly and safely. People can choose what they want to do on a daily basis. Activities are varied and meaningful and help to promote emotional and physical wellbeing. Care workers take the time to have meaningful interactions with people, who appeared happy and relaxed at the time of our inspection.

Improved personal plans include a good level of social history and individual likes and dislikes, as well as finer details of how people like their care delivered. This means care workers can tailor their care delivery to meet people's needs and preferences. Personal plans are comprehensive and outline significant emotional and physical health needs. Updates are made when needed. Personal plans are person-centred, meaning they are written from the individual's point of view and consider their individual circumstances. Mental capacity assessments are in situ for people who do not always have capacity to make decisions for themselves. These are more robust since our previous inspection, ensuring people are not deprived of their liberties unnecessarily.

People are given the opportunity to offer feedback about the service at regular resident meetings and keyworker meetings. Recordings of these meetings have improved. Standard agenda items now include people being reminded of their right to raise a concern or make a complaint. Internal safeguarding arrangements have been strengthened to ensure people are safe from harm and abuse. People's Personal Emergency Evacuation Plans (PEEPs) accurately reflect their needs in the event of an emergency.

Environment

As this was a focused inspection, we have not considered this theme, in full.

Leadership and Management

As this was a focused inspection, we have not considered this theme in full, but acknowledge the prompt action taken by the service provider to improve people's wellbeing since our previous inspection.

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
21	Care and support is not always provided in a way that protects, promotes and maintains the safety and wellbeing of individuals.	Achieved
27	Appropriate safeguarding protocols are not always followed to ensure people are safe from harm and abuse.	Achieved

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
66	The Responsible Individual has failed to identify issues that may impact on peoples' wellbeing as part of their regulatory responsibilities.	Reviewed
15	Personal plans do not always accurately reflect care and support provided.	Achieved

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