



Inspection Report on

Bryn Irfon

**Bryn Irfon
Station Road
Llanwrtyd Wells
LD5 4RW**

Date Inspection Completed

07/05/2024

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About Bryn Irfon

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	24th of October 2022
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

Bryn Irfon provides good quality care and support. People are understood and are treated with dignity and respect. People's voices are heard and they do the things that make them happy. People are safe and protected from abuse and neglect. People are part of their community and feel like they belong. People choose how they spend their time, with opportunities for varied activities inside and outside of the home.

Committed care staff are recruited safely, well trained and are caring. People are supported to have positive relationships with each other.

The environment is safe and secure. Investment in refurbishments have been made and further improvements are planned. The service has room for people to have personal space or enjoy activities together.

Good management arrangements and oversight of the service are in place.

Well-being

People have information about the service and what opportunities are available to them in the wider community. People's individual circumstances are understood and considered and their voices are heard. Individuals living at Bryn Irfon have control over their day to day lives and are treated with dignity and respect. They speak for themselves and enjoy making decisions, helping them to feel in control of their lives. People make choices about their home, possessions and how they spend their time, promoting a sense of involvement and independence. Their rooms reflect their interests and who is important to them. People participate in activities inside and outside of the home, creating a sense of belonging. People we spoke to told us about recent activities they had enjoyed and trips out they had taken.

People enjoy living in a homely and well-maintained environment. At the time of our inspection renovation work was being undertaken on two bathrooms causing some disruption to people's routines and activities. The impact of this disruption was minimised by thoughtful planning and the skilful interventions of staff, who know and understand the people they are supporting.

People told us they feel safe and protected. People receive a good standard of care and support from care staff who have been safely recruited, trained and supported, helping to maintain their wellbeing.

People are supported to maintain the relationships that are important to them, with the service operating an open-door policy. A representative of a person using the service told us, "*We would drop in and we're always made to feel welcome.*" People are also supported to enjoy positive relationships with each other and with care staff. A representative said about the staff, "*They are like family.*"

People are healthy, active and are supported to maintain their overall health and emotional wellbeing. The staff team have good relationships with people and understand their physical and emotional needs, seeking support from other professionals when required. Robust medication management systems also ensure people's medical conditions are well managed to help support their health and wellbeing.

People engage in activities outside of Bryn Irfon and are known and valued in their community. People live in a home that supports them to achieve personal wellbeing outcomes. A representative told us, "*I'd recommended it to anyone, it's a proper family.*"

Care and Support

People and their representatives are positive about the care and support they receive. People using the service are supported by caring staff who understand their needs and know them well. The staff rota is planned for people to participate in activities, with the staff they most enjoy spending time with. People's personal outcomes are understood and activities are planned according to their wishes. A representative told us, "*They go out of their way to allow [my relative] to experience different places and people.*"

People make choices about how they would like to spend their time and where they would like to go. People attend classes, use facilities and are known in their community. We were told by people using the service about trips they had gone on to local towns and visiting family. Records show that people regularly make choices about how they would like to spend their money, when they are out and about.

Detailed personal plans accurately reflect people's personal outcomes, care and support needs. Robust individual risk assessments identify risks and provide instruction for keeping people safe and well. People and their representatives are involved in timely reviews of personal plans, including risk assessments. Personal plans recognise specialist needs, which inform individuals' care and support provision. A representative told us, "*We have absolutely no concerns about their care and safety.*" We saw care staff understand individuals' needs and use effective strategies to support their wellbeing.

People are supported to maintain their overall health and well-being. The service provider accesses other health and social care professionals when required, to ensure people receive prompt medical treatment or assessments. Advice from other professionals such as occupational therapists, are included within care plans. Records show peoples' weights are monitored routinely.

Medication storage and administration arrangements are in line with national guidance. Medication records are fully completed, storage arrangements are safe and the overall administration of medication is effective.

People are kept safe by care staff who have undertaken safeguarding training and understand their responsibilities. Robust risk assessments are in place to identify and minimise individual risks.

Environment

People appear to be relaxed and at home in Bryn Irfon. People are comfortable using the communal areas of the home and have access to the staff/managers' office. People are involved in the maintenance of the home and are consulted on the redecoration. The individuals living at Bryn Irfon have the use of a large lounge, dining room, conservatory and cabins in the garden.

People are supported in a safe environment. The service provider ensures that risks to people's health and safety are identified and mitigated. Individuals have a Personal Emergency Evacuation Plan (PEEP) in place, describing how they will be evacuated in the event of an emergency or a fire. Fire drills are undertaken regularly, and regular maintenance checks are undertaken to confirm all serviceable equipment is safe to use.

People were keen to show us their rooms and to share with us pictures of their friends and families. People enjoyed showing us their personal items and decorations. People's rooms are highly personalised and very much reflect their hobbies, interests and what is important to them. Individuals have their own furniture, specific to their needs or their taste.

The kitchen has been awarded a score of four by the Food Standards Agency. This suggests standards of cleanliness and hygiene within the kitchen are good.

At the time of our visit refurbishment work was being undertaken on two of the ensuite bathrooms. Further refurbishment work to the home has been planned for the coming year.

Leadership and Management

The Responsible Individual (RI) was described by staff as being “*supportive and realistic*”. There are system and processes in place for appropriate governance and oversight of the service. Although the current RI has only been in place since April 2024, the previous RI has produced quality of care reviews and visited the service. Audits and action plans have also been implemented to ensure the continuous improvement of the service.

The manager knows the people who use the service well and they are comfortable and confident in her company. The manager has a good understanding of the staffing needs of the service and is proactive in ensuring that people are supported by a consistent, knowledgeable staff team. Staff told us they trust the manager and feel valued. Staff described the manager as being, “*Very approachable*” and “*Great.*” Furthermore, they told us they feel that the manager creates a positive culture within the service and team morale is good.

People are supported by staff who are suitably vetted and trained to provide the levels of care and support required. Staff are registered with Social Care Wales, the social care workforce regulator and staffing levels are appropriate to the needs of people using the service. The service has experienced staffing challenges, though effective teamwork ensured continuity for people receiving a service. Recent recruitment has been successful with new staff due to start shortly. Staff complete comprehensive mandatory training and additional training which is service specific. Staff have a positive attitude to training and training compliance is high. Staff told us that they receive regular supervision and are positive about the support received during supervision.

Policies and procedures provide clear guidance for staff and support them to raise concerns. People living at Bryn Irfon have access to information giving them a clear understanding of how the service is provided and the records that are kept.

Staff enjoy working at the service and value the people they support. One staff member said, “*They are like our family.*” Another member of staff said, “*We are very good with the residents – and care for them well.*”

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
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