



## Inspection Report on

**Bryn Siriol Respite Service**

**Aberystwyth**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

22/11/2023

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## About Bryn Siriol Respite Service

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Royal Mencap Society
Registered places	3
Language of the service	Both
Previous Care Inspectorate Wales inspection	20 December 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

People access the service for short periods of time throughout the year. People and their representatives are extremely positive about the service. A representative of someone who uses the service said, *"I couldn't ask for a better place"*. Passionate and experienced support workers develop excellent relationships with individuals. Personal plans are highly individualised and used to effectively guide support workers.

The environment is homely and well maintained. Accessible communication tools and equipment are available for people to maintain their independence.

The service is outstandingly led by an accessible and supportive manager, who knows and understands people well. The provider has a new Responsible Individual (RI) and they are in the process of getting to know people who use and work at the service. The provider has high quality oversight of the service with its support structure that focuses on driving improvements.

## Well-being

People receive highly personalised care and support when accessing the service for short stays. Individuals understand the different opportunities available to them and use these to enhance their well-being. Support workers encourage people to do things that matter to them within the service and throughout the local area. The manager involves people, their representatives, care staff and health and social care professionals to help people remain as healthy as possible. People and their representatives are involved in developing and reviewing personal plans.

People contribute to the decisions that affect their lives and are supported to work towards their own individual goals. The service has a solutions-focused ethos and people are enabled to do the things they enjoy through positive risk taking. Support staff respect people and take time to develop positive relationships. A representative told us *“The staff are absolutely marvellous, they have such a positive attitude to everything, they are so welcoming and easy to talk to”*. People can communicate in Welsh or English with many of the staff. The service also uses creative and accessible methods to support communication.

The building is well maintained, homely and designed to support people to be as independent as possible. People can do things that matter to them such as watching television, playing computer games, relaxing in the sensory room and cooking their own meals. The service is also being used by people to hold a variety of social events to enable them to enjoy spending time together.

People are protected from harm because recruitment processes and training ensure they get the right support. Workers receive a comprehensive induction, ongoing professional development, and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns.

People have a voice because the RI involves them in statutory quarterly visits. This information is recorded in a report with a clear action plan and used to inform the six-monthly Quality of Care Review.

## Care and Support

People access the service for periods of respite throughout the year. Each visit is tailored to meet people's needs. A support worker told us *"We arrange the stay around what people want - some like to have their regular routine, others like a break and others like to do different things"*. Individuals and their representatives are very positive about the fantastic impact the service has on their well-being. A representative told us *"It's very homely and he likes the relaxed atmosphere. They are very welcoming and he really enjoys his activities"*. Support workers develop trusting relationships with people and take time to understand their unique communication styles. When discussing the positive outcomes for people, a worker told us *"It's nice to see the people we support laughing and smiling so much"*.

People and those who are important to them are fully involved in the development of their personal plans. The provider uses an electronic system to ensure plans are accurate and up to date with guidance on how best to support people to achieve their goals. When reviewing personal plans, the manager considers a range of information from the person, their representatives, support workers and external professionals. Positive risk assessments help to maintain safety while promoting people to be as independent as possible. Health and social care professionals are involved in reviewing plans and provide specialist advice and equipment. The service uses a creative system of electronic QR codes to effectively cascade information to staff. Key workers contact people and their representatives after each stay to gain feedback on the visit and whether any changes are required to improve the service. A representative told us *"We get a call before and after his visit and a comprehensive report, which is so reassuring. We can then discuss things with [Manager] if needed"*.

Medication is appropriately managed. The electronic management system records each administration and sends alerts if medication is late.

People enjoy different activities in line with their individual preferences. People do things in the service, enjoy meals out, access sports activities, watch films and visit the local museum and library. The service is used by a hub for people to meet up together for social events throughout the year. A representative told us *"He had a great time at the party and is looking forward to the next one"*.

The number of support workers available changes in line with the assessed needs of each person during their visit. The flexible and accommodative staff also provide some outreach support to people who live locally.

## Environment

People spend their visits in a homely and welcoming environment that supports them to meet their individual needs. Facilities and equipment are available to help people with mobility challenges. Inclusive communication tools help people find their way around the building, while also encouraging them to maintain their independence. People enjoy spending time in the accessible grounds in the warm weather, doing gardening, having barbecues, and relaxing in the sensory room.

The different people who access the service use it as a hub to arrange events throughout the year. We were told about barbecues in the summer, Halloween parties and everyone is looking forward to the Christmas gathering.

The provider has robust systems to ensure regular health and safety audits of the property are completed. Staff carry out the required testing of fire safety equipment. Electronic Personal Emergency Evacuation Plans (PEEPs) are up to date and available in emergencies.

The kitchen has a food hygiene rating of five. Adaptations such as adjustable worktops enable people to do as much for themselves as possible when cooking. People and their support workers plan, shop and cook meals together.

## Leadership and Management

There are highly effective arrangements in place for monitoring, reviewing and improving the quality of the service. Senior staff visit the service to conduct quality assurance audits and produce action plans to address any issues. The provider has recruited a new RI, who is being supported to get to know the service by the previous RI. The RI's statutory quarterly visits are comprehensive and involve people and/or their representatives and staff. A support worker told us *"I'm very happy to phone [RI] if needed and that makes a huge difference knowing I have support if I need it"*. Information from quality audits and feedback from people, their representatives and professionals are used in the six-monthly Quality of Care Review.

The manager utilises their electronic systems to ensure documentation is inclusive, helpful, and up to date. They are described as accessible and supportive of everyone involved in the service. A representative said, *"We got to know her (manager) before he started going there and she's great with communication"*. When discussing the manager, support workers told us *"We can raise things with her at any time"* and *"If we have any issues, she helps us sort them out straight away"* and *"She is very supportive and respects us"*. The manager's exemplary leadership has created a 'how to' culture at the service with the strong team of empowering support workers.

Records show staff receive regular and motivating one to one supervisions and annual appraisals. A support worker said *"Supervisions are individualised rather than one size fits all and we do talk about the regular things like training and care plans"*. Workers have a good understanding around safeguarding and are confident to report concerns. Staff are familiar with the key policies and procedures that guide their practice.

Pre-employment checks such as references, right to work and Disclosure and Barring Service (DBS) take place before new employees start work. New staff receive a comprehensive induction. Ongoing mandatory and person-specific training helps support workers meet people's individual needs. Managers assist staff to register with Social Care Wales and promote further skills through gaining professional qualifications.

The manager ensures there are adequate numbers of staff to meet people's individualised needs when they stay the service. A key worker system assists people and their representatives to build relationships with staff.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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