



Inspection Report on

Bryntirion Resource Centre

**Bryntirion Home & Day Centre
Pontrhydfendigaid Road
Tregaron
SY25 6JE**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

23/05/2024

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About Bryntirion Resource Centre

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ceredigion County Council Adults and Children's Services
Registered places	15
Language of the service	Both
Previous Care Inspectorate Wales inspection	16 May 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are positive about the care and support they receive. Representatives for people receiving a service describe a family feel at the service and spoke positively about the staff team. Care workers are guided by effective personal plans and we observed many caring and understanding interactions between staff and people.

The Priority Action Notice that was issued in the last inspection has been closed. The fire doors have been replaced, two bathrooms have been refurbished and an area of the home has been cordoned off to allow work to be completed promptly. However, we found the providers systems for responding to maintenance issues to be ineffective and have identified this as an Area for Improvement.

The acting manager has a hands-on approach and is respected by people, their representatives and the staff who work at the service. The Responsible Individual (RI) has good oversight of the service. Information from their visits and internal audits inform the six-monthly quality of care review.

Well-being

People receive person centered care and are treated with dignity and respect. People are supported to remain as healthy as possible because the manager involves health and social care professionals when required. People are supported to do things that matter to them such as walking around the grounds, doing their own relaxing activities and meeting their visitors at the home. There is a family feel at the service and interactions between people and the staff team are positive. People live in a service that offers an 'Active Offer' of the Welsh language and can communicate in Welsh or English as they choose.

People are protected because safe recruitment processes and training ensure they get the right care and support. Care workers receive induction and ongoing 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 and their representatives know how to make a complaint if needed and have confidence in the manager.

Upgrade work to the environment has commenced and the provider is minimising the impact this has on people. There is a detailed plan in place to ensure the building upgrades continue. Despite this progress, people live in a home that does not always support them to achieve their well-being because the providers maintenance systems for day to day repairs are ineffective. We will check for an improvement in the providers responsiveness to building issues in the next inspection.

People have a voice because they and/or their representatives are involved in the RI's quarterly visits to the service. This information is recorded in a report with a clear action plan and used to inform the six-monthly Quality of Care Review. The RI intends to develop the Quality of Care Review to make better use of the available information to help improve the quality of the service.

Care and Support

People are happy with the care and support they receive. We saw many friendly and understanding interactions between people who live and work at the home. An individual told us, *“The girls (care workers) are wonderful, you couldn’t ask for better”*. Experienced care workers take time to get to know people, recognise their individual needs and offer sensitive support. Care workers are positive about their roles and one told us, *“The residents are happy and are great fun to work with”*. Representatives are also positive about the care and support offered at the service and one told us, *“All the carers are very good to mum and they genuinely care for all of the residents”*.

People, their representatives and care workers are involved in developing and reviewing their personal plans. The service has started to implement detailed and informative life histories that will help staff get to know people. Personal plans are reviewed every three months to ensure information is accurate and up-to-date. Documentation shows good evidence of health and social care professionals being involved with people and their advice is reflected in plans. Risk assessments support people to regain or maintain their independence, while helping them to stay as safe as possible.

Care workers have sufficient time to meet people’s needs and we observed many patient and understanding interactions during the inspection. People choose to take part in regular day to day pastimes such as reading books or newspapers, watching TV, walking around the grounds and meeting visitors. A local arts and crafts group arrange weekly visits to the service and people enjoyed a local choir singing at the home recently.

Environment

The provider was issued a Priority Action Notice following the last full inspection due to the environment presenting as poor. Since this inspection they have upgraded two bathrooms, replaced all of the fire doors and completed work identified by the local fire officer. The upstairs of the home has been cordoned off to minimise the impact of the upgrade work on people. We met with a new member of the providers' property team, who has a clear plan in place to continue addressing the bigger environmental issues.

Maintenance processes for day-to-day repairs are ineffective because the provider does not always ensure issues with the building are acted upon quickly. The length of time taken to resolve matters, such as a replacement bathroom lock, identified in property audits, inspections and complaints is excessive and puts people's well-being at risk. We have identified this as an Area for Improvement and expect the provider to improve their response times to on going day to day maintenance issues.

People are relaxed and comfortable in the different internal and external areas throughout the service. Communal areas are well used by people to socialise with one and other, take part in activities and entertain visitors. Individuals can personalise their rooms with their own pictures, ornaments and furniture. People access the grounds throughout the year and are looking forward to restarting gardening in the warmer weather.

Regular Health and Safety audits of the property are consistently completed. Testing of fire safety equipment is up-to-date and the provider is now compliant with the fire regulations. Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five, catering staff are aware of everyone's needs and preferences. People enjoy a variety of freshly prepared home cooked meals.

Leadership and Management

The service provider has arrangements in place for monitoring, reviewing and improving the quality of the service. The RI has good oversight of the home and they gain feedback about the service from people, their representatives and care workers every three months. Despite this regular consultation, it is not consistently drawn upon within the RI's six-monthly Quality of Care Review. The RI intends to improve the analysis of this information, along with outcomes from audits and reviews of paperwork to produce a report that helps identify what aspects of the service can be improved. Although the RI has a good oversight of the service and environment, the service provider is often slow to respond to identified actions and recommendations.

The Manager has a 'hands on' approach and knows people very well. We saw many sensitive and understanding interactions between the manager and people throughout the inspection. People and their representatives are positive about the supportive leadership at the service. A family member told us "*[Manager] is excellent, approachable and you can talk to her*". Care workers told us the manager is accessible and helpful, one said, "*[Manager] is very good and always there for us and the residents have the confidence to talk to her when they need something*".

Care workers receive regular supervisions and an annual appraisal. Care workers told us they can discuss anything with their manager and one said, "*[Manager] is very good and always there for us and the residents have the confidence to talk to her when they need something*". Discussions with staff, demonstrate a good understanding around safeguarding and they are confident to report matters appropriately. Care workers have a good understanding of the key policies and procedures that support good practice.

Pre-employment checks take place before new employees start work. These include references, right to work and Disclosure and Barring (DBS) checks. New staff receive a comprehensive induction, to ensure they are familiar with the people who live at the service. A variety of E:Learning and face-to-face training help all staff meet people's needs. Care workers complete the 'All Wales Induction Framework for Health and Social Care' and register with Social Care Wales, the workforce regulator.

Adequate numbers of staff are available to meet people's needs. Established care workers have developed positive relationships with people and understand their needs and preferences. A representative told us "*The care is excellent and they are like family to mum and us*".

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
44	The provider has not completed any work to address the issues identified as an area for improvement with the environment in the last full inspection.	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
43	The providers maintenance systems are ineffective and processes need to improve to ensure repairs to the building are completed promptly.	New

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