



Inspection Report on

Bryn y Wawr

**6 New Road
Llandeilo
SA19 6DB**

Date Inspection Completed

21/05/2024

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About Bryn y Wawr

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Oakview Care (Llandeilo) Ltd
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	7 November 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 feel safe and happy. A relaxed atmosphere helps people and visitors feel at ease. Good communication channels are evident, with robust monitoring of the care people receive every day. The Responsible Individual (RI) is in regular contact with the home and can be relied upon to provide good, practical support to the manager and the staff team.

Care workers feel well supported by senior staff and receive training relevant to their roles. The staff team continually looks at ways to develop people's support and ensure people are invited to contribute to their care reviews. This means each person has a say in how they are supported, are encouraged to make daily choices and do things that are important to them.

Well-being

People have control over their lifestyle choices and are as independent as they wish to be. They have known each other for many years. Care workers also know the people in the home well and work with each person to ensure they receive the support and information they need. Care records clearly describe each person's support arrangements, personal preferences and identify people who are important to the person. In addition, because people are actively involved in their care reviews, they are aware of any necessary changes when they occur. House meetings are arranged for people to raise any issues they want to discuss with the staff team.

The home's statement of purpose accurately describes what the service provides. All people using the service are given a copy of the written guide. This provides details of what they may expect from the home as well as details of the complaints process should they need to use it. People have access to advocacy services when they want independent support for issues that affect them.

People are relaxed, comfortable and know what opportunities are available to them. Care workers have good relationships with people and interact in positive ways, with good-humoured conversations, encouraging people to make choices and decisions about how they spend their time. Each person is as active as they wish to be. People personalise their surroundings in line with their interests and hobbies.

As far as possible, people are safe and protected from abuse. People say they feel safe, and the staff team protect their privacy and personal information at all times. Care workers have been through the provider's rigorous recruitment process and are regularly monitored to ensure they are meeting people's needs. All care workers receive formal support, guidance, and relevant training, and may access policies and procedures to understand their responsibility to protect vulnerable people. The home's safeguarding policy and procedure is in line with current legislation and local safeguarding procedures.

The home is working towards providing the Active Offer of the Welsh language. This means being proactive in providing a service in Welsh without people having to ask for it. Some care workers are Welsh speakers, but currently there is no demand for predominantly Welsh-speaking support. However, the provider has produced an easy-read service user guide in Welsh and English and there are tentative plans to translate other key documents in the future.

Care and Support

The staff team have access to detailed care records. These enable people to receive the optimum support at all times. Senior staff carry out initial assessments before people move into the home and consider a range of information to ensure they can meet people's needs. Previous placements and social worker reports are considered as part of this assessment. Care reviews and risk assessments help maintain people's independence while keeping them safe from any risks. People review their care records with the manager as and when required, to ensure they remain up to date - every three months, or more frequently, wherever support needs change so they remain up to date. The manager has reduced the amount of documentation in peoples' care records into aspects that are most relevant to supporting each person. In addition, the manager is currently transferring all documentation to an electronic system, which is hoped will simplify record-keeping even more.

People do things that matter to them and make them happy. Although each person has plans in place, the staff team are very flexible if anything should change. People regularly enjoy local discos, games nights, arts workshops, pottery, willow weaving, swimming and visits to local cafés. One person who was painting the Art Cabin at the bottom of the garden beamed and said, *"I've started so I'll finish"* and added, *"You want to help me, you know you do?"* Each person is invited to make decisions about menu choices each week. One person said, *"I will be going out this afternoon"* but had not decided where at that point. All outings and trips are celebrated on social media, which is viewed by families and friends, who are happy to be kept up to date with things in the home.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers refer to infection management policies when necessary. Cleaning products are stored securely in locked cupboards and there are guidance notes for anyone who handles them.

Environment

People live in a homely environment. The main building is safe, warm and clean and each person says they feel comfortable and happy and treat the service as their home. There are different areas to socialise in, as well as space outside in the large garden, including a lawn and various outbuildings for art and crafts and a gym. Bedrooms are personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. There are a variety of outbuildings used for arts and crafts and a gym. At the back, there is a hot tub!

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. Peoples' personal records are stored securely and only available to care workers and healthcare professionals authorised to view them.

Clear infection control procedures are in place. Fire exits are free of obstructions. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002. There are clear instructions displayed in the home on what to do in the event of a fire and the manager completes regular audits of the environment.

Leadership and Management

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. The manager and senior staff team use regular audits and checks to monitor all aspects of people's care. Any issues which arise are promptly resolved. Regular discussions take place with people and healthcare professionals involved in their lives. People know how to make a complaint if they need to and are confident the staff team would listen to them if they did. The RI is in regular contact with the home and has always provided good, practical support to the staff team.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work, which include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' Care workers are up to date with their essential training: they say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. Regular staff meetings give the staff team the opportunity to discuss their work and to keep up to date with developments in the service. All aspects of the service are summarised in a six-monthly quality report, which identifies all planned improvements for the home. Employees discuss any issues they wish to raise in three-monthly documented supervision meetings.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's well-being and detailed risk management plans help to keep people healthy, safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach the manager or RI but would contact external agencies such as the local safeguarding office if they thought they needed to.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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Date Published 11/06/2024