



Inspection Report on

Comfort Care Homes (Bryn Illtyd) Ltd

**Bryn Illtyd Residential Home
Heol Y Mynydd Pembrey
Burry Port
SA16 0AJ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

10/06/2024

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About Comfort Care Homes (Bryn Illtyd) Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Comfort Care Homes (Bryn Illtyd) Ltd
Registered places	39
Language of the service	English
Previous Care Inspectorate Wales inspection	22nd November, 2022
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

Comfort Care Homes (Bryn Illtyd) Ltd provides good quality, person-centred care from motivated care staff, with whom people have developed positive relationships. People are treated with dignity, respect and have choice on how they spend their time. People are supported and encouraged to be as independent as possible. The Welsh language and culture is promoted and encouraged at the service.

The environment is safe, secure and maintained, with plans for further refurbishments at the service. The service uses the space to support peoples' wellbeing and to meet identified needs.

Effective management arrangements and oversight of the service are in place. The Responsible Individual (RI) consults with people about the service. The RI completes a detailed Quality of Care Review which notes improvements to be made at the service.

Well-being

People and their representatives spoke positively about the person-centred care provided. A person using the service told us, *“I absolutely love it here. They can’t do enough for you. It is my home and I wouldn’t be anywhere else.”*

People at the service have as much control over their day-to-day lives as possible. People can choose where and how to spend their time, in the various communal areas, dining rooms, outdoor spaces or in their own rooms. People are supported in group activities by an activities co-ordinator. We observed an armchair fitness session and the lounge piano being used by an individual for the enjoyment of others. We saw how people are supported to retain their independence where possible, in ways which matter to them. We observed people being able to prepare snacks and hot drinks in their rooms and accessing the community and local towns independently. People are encouraged to personalise their surroundings in line with their interests, tastes, and hobbies. People spoke very positively about the menu available at the service, *“Wel dwi’n joio fe, wir.”*

People live with dignity and respect and receive appropriate, kind, and caring support from consistent care staff they know. Care workers have good relationships with people and work alongside them in positive ways. We witnessed several good-humoured conversations throughout the day and care staff valuing the uniqueness of people at the service. We observed the home’s cat, ‘Mischief’, providing comfort and a listening ear to people at the service.

The service provides an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture. People can communicate in Welsh, to Welsh speaking care staff, management and other residents. We saw the service facilitates purposeful and meaningful incidental interactions in Welsh where staff do not speak Welsh. Bilingual signage is in use throughout the service, with references to local beaches and areas of interest. Welsh cultural events are celebrated at the service. Some documentation is also available in Welsh.

People are safe and protected. People receive care and support from care staff who have been safely recruited. People receive a good standard of care and support from a well-trained and supported care staff team, who are registered with Social Care Wales, the workforce regulator. People are protected from harm by professional staff who know how to raise concerns. People and their representatives know how to raise a complaint and have confidence in this being dealt with by the manager.

Care and Support

People are happy with the care and support they receive at the service. Care staff are sensitive to people's individual needs and communication challenges. Staff are encouraged and supported to get to know people well, understand their needs and preferences. We saw many encouraging and friendly interactions between people who live and work at the home. We saw people content and comforted in their interactions with staff. A person using the service told us they like living at Bryn Illtyd and that all the staff are lovely; *"Dwi'n lico fod 'ma. Mae e'n lyfli 'ma. Mae staff yn hyfryd. Maen nhw i gyd yn."*

The process for admitting new people into the service is well-planned. Personal plans are person-centred, detailed and contain all the information required to enable care staff to meet the needs of people. Personal plans are initially written with people supported by the service where possible, and their representatives. Plans are reviewed in a timely manner and updated when changes are identified.

People receive care and support from care staff who are committed, kind and caring. Care staff provide individual support to people as detailed in their personal plans and promote continued independence as much as possible. We were told that the service does not use agency staff, valuing familiar and consistent staff to develop relationships with people they support. The service has some care staff who have worked at the service for many years. Care staff are knowledgeable about the people in their care and are empathic and patient in their approach. A member of care staff told us, *"If people are happy and smiling and enjoying their time here, I am doing something right. That is the most important thing to me."*

People's physical health and wellbeing is promoted. Care records show people receive support to access social and health care professionals when needed. The service understands people's health conditions, the support they require and can identify changes in the usual presentation of people they support promptly. People are encouraged to be as healthy as possible.

People are protected from harm and abuse. Care workers have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature.

Effective arrangements are in place for the safe management of medication within the service. We saw that medication is stored safely and care staff complete medication records accurately. Medication audits are completed regularly, and controlled drugs are accurately recorded and stored safely.

Infection prevention and control procedures are good. Care staff have access to personal protective equipment (PPE) if required. We observed staff using appropriate PPE throughout the inspection.

Environment

The home is welcoming, comfortable, clean and well-maintained. People at the service benefit from communal areas and separate dining areas. People can choose where they would like to spend their time, such as the main lounge to chat and engage in activities with other residents, the quiet lounge to watch tv, their own rooms or the sunroom for variety. The garden area offers residents access to outdoor spaces. This gives sufficient space at the service for people to socialise and have the choice of privacy away from their own rooms. Visiting is unrestricted and people can meet with their family members whenever they want at the service. People live in an environment which considers their Welsh language needs. Signs around the premises are provided in both Welsh and English. Bedrooms can be decorated to people's personal preferences and interests. Some individuals have photos of loved ones and hobbies on display, including themed rooms. People benefit from a resident cat and canary, enhancing the homely atmosphere at the service.

People benefit from a safe and secure environment. Appropriate arrangements are in place to ensure risks to people's health and safety are identified and dealt with. Records show monitoring checks are carried out around the home to identify and address issues promptly. The service has a maintenance worker with arrangements in place for ongoing maintenance of the service. We saw how the service has carefully considered the needs of people living with dementia, to support orientation around parts of the service. We were also told of further refurbishment plans for the service. People are safe from unauthorised visitors entering the building, with visitors having to ring the door to gain access to the service. The service has a current Food Standards Agency (FSA) rating of 5, which means that hygiene standards are very good. A choice of meals are freshly prepared at the service, based on people's preferences.

Regular checks of the fire alarms take place at the home and staff are trained in fire safety. Fire drills and fire alarm checks are conducted within the required frequency. People living in the home have a personal emergency evacuation plan to guide staff on how to support people to leave safely in the case of an emergency.

The service promotes hygienic practices and manages the risk of infection. We saw Personal Protective Equipment (PPE) and hand sanitising stations located around the home.

Leadership and Management

The service has an up-to-date statement of purpose (sop) which details the range and nature of the support available to people. The sop is reflective of the service people receive.

The service has beneficial quality assurance arrangements in place. Effective oversight ensures a good-quality service, focussed on meeting the needs of individuals and promoting their wellbeing. The responsible individual (RI) visits the service and spends time talking to people. The RI is closely supported by an Operations Manager. Care staff demonstrate a commitment and compassion to those they support which is highly appreciated by the management team. The most recent quality of care review identifies areas for improvement and uses the experiences of people to improve the care and support provided.

The manager employed at the service has worked there for many years and is very experienced. The manager is suitably qualified for the role and registered with Social Care Wales (SCW), the social care workforce regulator. They know people well and demonstrate commitment to providing a good quality service. They ensure effective day-to-day management and oversight of the service takes place. Care staff told us that management are approachable and always there to help or provide guidance when required. A member of care staff told us, *"I speak to [management] if there are any issues and they get on to it"*.

Throughout our visit, we saw there was a sufficient number of care staff on duty to support people. The service has good arrangements in place for the safe recruitment of staff. Disclosure and Barring Security (DBS) checks are in place and current. Care staff are registered with Social Care Wales. Staff personnel files contain information required by Regulations to ensure they are safe and fit to work at the service.

Newly appointed care staff complete an induction programme which includes training and shadow shifts to ensure they can perform specific care tasks. Care staff training records indicate care staff have access to training opportunities, and overall care staff have completed an appropriate level of training.

Care staff are provided with support through supervisions, though we observed an open-door policy where care staff are encouraged to discuss people's needs swiftly, ensuring the continued provision of good-quality care. A member of care staff told us, *"I get supervision but I talk to [the manager] if there are any issues."*

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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