



Inspection Report on

Bron y Nant

**Bron Y Nant
Dinerth Road
Colwyn Bay
LL28 4YL**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

22/03/2024

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About Bron y Nant

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Conwy County Borough Council
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service under RISCA.
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's short breaks at Bron y Nant are positive and beneficial for them. Careful consideration is given to compatibility and planning for people to stay so they have the best experience, with some friendships also being formed. Care and support is tailored to each person and they make their own choices and decisions about what they want to do during their stay. Professionals told us *"I have been really impressed with how person centred the service has been"*.

There is a strong staff team who work well together, feel mostly supported, valued, and have opportunities to learn and develop further in their roles. Staff comments include *"I enjoy my job role and the support I give"*.

Systems and processes in place ensure good oversight of the service. A new manager has recently been appointed and is working closely with the responsible individual (RI) to further enhance the service.

Bron y Nant is purpose built, providing five self-contained flats, four of which have access to private garden areas and there is also a courtyard. People are able to spend time in their flats or if they prefer, they can socialise with people and staff in the communal areas.

Well-being

People have control over their day-to-day lives. The assessment process is thorough, gathering as much information as possible about people's preferences and choices for what they want to do during their stay. They are able to continue with their normal routines, access other services, pursue their interests and try out new things. People are able to work towards and are achieving their goals with support from staff when they want it. Feedback from professionals about the effectiveness of the service is consistently good. They provided some powerful examples of people learning new skills, finding job opportunities, increasing their confidence and building self-esteem. People commented they "*have freedom*" staying at Bron y Nant.

People's physical, mental health and emotional well-being needs are met. Careful consideration is given to compatibility when arranging for people to come and stay at the service. This takes into account people's health and mobility to ensure they can be accommodated in the right flat with appropriate levels of staff support and any specialist equipment needed. Professionals offered many examples of how the service has successfully supported people in times of need including unforeseen circumstances and crisis situations. Positive relationships are formed between staff, people and their families or carers. A member of staff spoke about the assessment process. They get to know people's families, commenting "*Parents trust me*", and remain a point of contact all the way through from the assessment to people arriving and leaving the service. They also know people who get on well and arrange for them to come again to stay at the same time. People's comments include the care and support I receive is "*excellent*", "*It's lovely*", "*Nice*" and "*everyone's helpful*". Staff told us people "*have been very happy with their support*".

People are safe from harm. There is a safeguarding policy and staff receive training. Information about how to raise concerns is made easily accessible for people, visitors, and staff. After each stay people are asked for written feedback which provides valuable information about their experiences including 'Did you feel safe?'. Staff comments include "*There is a happy and safe atmosphere*".

People stay in suitable accommodation. Bron Y Nant is purpose built with five modern self-contained flats available for people to use. They are encouraged to bring in their own belongings to make their accommodation more homely during their stay.

Care and Support

People have up to date personal plans. Plans are person centred including important and detailed information about each person and the support they require during their stay. Plans are continually reviewed prior to people coming in to the service and when they leave to ensure they remain relevant and are updated with any changes.

People are provided with good quality care and support through a service which consults with them, considers their personal wishes, any specialist needs and risks. Initial assessments are carried out with the involvement of people and their families or carers to ensure plans are comprehensive. People are able to visit prior to coming to stay which is done at their own pace. Professionals commented *“Transitions have been planned and phased; feedback has been really good with requests for ongoing regular respite”*. They also told us *“They are working well with families and doing in depth transitioning plans such as going to their homes to do observations etc to make sure everyone is confident and familiar with that person’s care and support needs before respite starts”*. Professionals commented on staff as being “wonderful” and taking the time to get to know people, understanding how best to support them and are *“just very kind and caring”*.

Personal plans include useful information about people’s histories, their relationships, communication, likes and dislikes and what support they want from staff during their stay. Daily records reflect what people have been doing. We saw examples which included going out to places of interest, shopping, activities, socialising, meal preparation and progress working towards their goals. Approaches and strategies are in place to keep people safe during their stay. Staff said they would recommend using the service *because “All the staff are kind and caring and listen to the people that they care for and value them as individuals”* and *“Staff are very empathetic and help everyone in any way possible”*. People are asked to provide feedback after their stay so as to learn from this to further improve the service.

The service promotes hygienic practices and manages risk of infection. Personal protective equipment (PPE) is available for staff to access. Staff receive infection control training and there is a policy in place for them to follow. The service is clean and tidy throughout.

Environment

People stay in accommodation, which is purpose-built, designed and equipped to meet a wide range of needs. Five flats are available to accommodate people who are independent as well as those with more complex or mobility needs. Professional's comments include *"The rooms are very well designed and accommodating for a range of clients with individual needs"*. Flats are bright, spacious, modern, well-furnished and people are able to bring in their own personal items and belongings to make them more homely. There are two flats which have a second bedroom so people can have a choice of which room they want to stay in and staff members can also be accommodated if needed. Adaptations have been made such as adjustable kitchen work tops and mobility equipment is available to assist people and promote their independence. Additional features include under floor heating, sensory lighting in the hallways and each flat has its own doorbell for staff and visitors. A communal lounge and kitchen area are well used providing a place for people and staff to spend time together relaxing or participating in purposeful activities. Professionals told us *"The fact that people have their own apartments but can also access a communal area seems to have been welcomed"* and *"The environment is very nice"*. Four of the flats have their own private garden area for people to access. There is also a courtyard with sensory plants.

The service provider identifies and mitigates risks to health and safety. Audits are carried out to identify issues and any actions needed. Systems are in place to ensure health and safety checks including fire checks are completed but information is kept in different places. We discussed the need for fire drills to be formally recorded as currently another service in the same building is taking the lead on this. Personal emergency evacuation plans (PEEPs) are completed for each person staying at the service but these need to be dated and reviewed. The RI told us they are already addressing issues and the health and safety officer will also be going through all the information to make improvements. Maintenance work is completed as required and the service is in a good state of repair. The home has security arrangements in place covering the external areas of the service and people and families are made aware and asked for their permission regarding this.

Leadership and Management

People are supported by a motivated, skilled, and dedicated staff team. Recruitment checks are completed and we discussed with the RI about information being made readily available at inspection. We spoke about more robust recruitment practices to further strengthen this process. Staff will complete another induction with the new manager to ensure all areas have been covered which meets their expectations. Training is provided for staff and arrangements have been made for more training to take place. Staff comments about training include *“staff get quite a lot”* and they consider their opportunities for learning and development to be *“good”* or *“excellent”*. There is some mixed feedback about how valued and supported staff feel with survey responses ranging from needs improvement, good and excellent. Staff told us *“The support team are really kind and caring and work well as a team”*, *“Support staff work great together and individually”* and there is good communication between staff. Staff receive supervisions and attend team meetings where they can discuss and raise issues. Staff told us *“It’s a good place to work and rewarding”*, *“There is good camaraderie between all the staff and it is rewarding”*, *“Staff are great and helpful with anyone new who starts”* and *“New management has given the place a sense of direction”*. Professionals are very complimentary about staff, commenting they are *“excellent, very friendly and professional”*, *“Communication and involvement with the staff is good”* and *“The staff team are committed to delivering an excellent resource”*.

Governance arrangements in place ensure good quality care and support for people staying at the service. The RI visits Bron Y Nant often and every three months they look at what is working and any improvements needed. A new manager has been appointed and is well supported by the RI. The RI and manager told us they have already identified some areas which need to be improved and together they are spending time at the service to address this and implement new systems and ways of doing things. Professionals told us how successful and worthwhile the service is. Their comments include *“Having a service like this in the county is priceless, I feel very lucky to be able to tell people about the service and what we can provide”* and *“I am made up with the service Bron y Nant is able to offer to our client’s”*.

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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