

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Dan y Bryn Residential Care Home (Gwalia)

84 Brecon Road
Pontardawe
Swansea
SA8 4PD

Type of Inspection – Focused
Date of inspection – Wednesday, 17 June 2015
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Summary

About the service

Dan y Bryn Care Home stands in its own pleasant grounds on the outskirts of the town of Pontardawe, within easy reach of many of the community facilities. The home provides personal care and accommodation for up to 40 people, including persons with a wide range of physical, sensory, cognitive and other difficulties. It does not provide nursing care. The home is divided into five separate units, with each one accommodating eight people, including one for younger adults with physical disabilities. All the bedrooms are single occupancy. The layout of the home is on two floors and people can access all parts of the building by stairs or lift.

The provider is Grwp Gwalia. The Responsible Individual (RI) is Morag Firth and the Registered Manager (RM) is Tracey Bennett.

What type of inspection was carried out?

We, Care and Social Services Inspectorate Wales, (CSSIW) carried out a focussed inspection looking at quality of life theme. The inspection consisted of an unannounced inspection visit by one inspector on 17th June 2015.

The methodology used to conduct this inspection included:

- An unannounced visit to the home
- Observation of staff interactions with people using the service using the Short Observational Framework for Inspection (SoFI) tool
- A tour of the home
- Discussion with staff
- Discussion with some people using the service
- Scrutiny of the care files of five individuals
- Scrutiny of other documentation, as detailed in this report

What does the service do well?

This inspection identified that there were no significant areas of outstanding practice. The matters reported here are those which exceed Care and Social Services Inspectorate Wales (CSSIW) expectations that condition of registration, regulations and national minimum standards.

What has improved since the last inspection?

This inspection identified that there were no significant areas of improvement since the last inspection.

What needs to be done to improve the service?

We did not issue any non-compliance notices on this occasion.

Quality Of Life

People living at Dan y Bryn Court Care Home can be confident that they will be treated with dignity and respect. This is because we observed staff interacting well with residents and visitors during our visit. People using the service told us that they have developed good relationships with staff. We spoke with people who use the service who informed us that they enjoy living at the home. They informed us that they are given choice and control over their daily lives and are encouraged to influence the way the home is run. We observed that people are able to choose when to rise, what they would like to wear that day and where they would like to have their meals. People who wished to be up early were assisted to do so. Staff told us that some residents prefer a gradual start to the day and that they accommodate this.

We spoke with people who use the service who stated that they were happy living in the home, they felt safe and that the carers listened to them, and were gentle, kind and respectful. We saw members of staff knocking on people's door and waiting for a response.

People in the home and staff addressed each other using first names, which added to the informal friendly atmosphere. People we spoke with described the carers as 'marvellous' and 'more like friends than staff'. A relative told us 'I would recommend it here, my relative has come on leaps and bounds'.

People could be confident that they had been properly admitted to the home with consideration of the ability to meet their needs. We examined the records of five of the people who used the service and found them to be compliant with the Care Homes (Wales) Regulations, 2002. We found that new pre assessment documentation was in place. Care plans were in place together with evidence of regular reviews. The records indicated that there was ongoing involvement with health and social care professionals. Care plans were detailed and informative and guided staff in the care and support needs required with a person centred approach.

People living in Dan y Bryn have a voice and are listened to. Regular residents meetings take place and are minuted.

People expressed satisfaction with their rooms and we noted that each room was clean and individualised with pictures and personal items. People told us 'I'm happy with my room' and 'wouldn't change it for the world'. We were told by a relative that Dan y Bryn is 'Brilliant' and 'I have never had any concerns'.

People using the service could be confident that activities were regular and stimulating. This is because the people who use the service are able to enjoy a range of social opportunities and activities. The people we spoke with stated they were happy with the activities offered, one person stated 'I enjoy bingo'. We observed people involved in a quiz in the large lounge.

People can be confident that medication is administered safely. We looked at the medication administration records and saw that there were no gaps in signing that medication had been given. All medication was stored in locked cupboards on each unit. We were shown the recordings of the room temperature.

Of the people seen and those spoken to, all appeared well groomed, clean and appropriately dressed in their chosen attire reflecting their individual personalities. We saw that the care offered to people living at the home was satisfactory and appropriate. People were seen to be comfortable and the atmosphere was relaxed. People told us 'you couldn't have nicer than here' and 'staff are very helpful'. This was also evidenced by the SoFI observation. We spoke with a visiting professional who stated that they have no concerns regarding the care provided at Dan y Bryn.

People benefit from a healthy diet with attention given to nutrition and hydration. Meals observed during the visit were presented in an appetising way and was observed as being prepared with fresh ingredients. The meal looked appetising and nutritious and there was very little food left on people's plates. All meals are home cooked and people spoken to were extremely complimentary about food and choice. Menus are displayed in each lounge. People told us 'the food is lovely' and 'the food is to die for'. People told us that there is always a choice available. We did not on this occasion inspect the kitchen, they have been inspected by the Environmental Health Department and currently hold a 5* rating.

Overall the outcomes for people living at Dan y Bryn was positive as they were seen being cared for by competent staff who treated people with courtesy, dignity and with their privacy respected. One person living at Dan y Bryn told us that 'staff can't do enough for you'.

Quality Of Staffing

This inspection focussed on quality of life. CSSIW did not look at the Quality of Staffing in detail on this occasion. This theme will be considered at future inspections. However, we noted the following:

Overall people can be confident that they will be cared for by staff who are caring and knowledgeable about people living at Dan Y Bryn. This is because we witnessed staff treating people with dignity and respect. On staff member said 'it's lovely working here'.

During our visit we saw that there was enough staff on duty to provide people with the support they needed when they needed it. We observed that staff were unhurried when carrying out their duties and took time to talk with people as they did so. We were told that team leaders are now given 20% of their working time to complete paperwork.

The deputy manager has started a 'themed fortnight' in the staff room. A wall board is filled with information for staff, this fortnight was manual handling.

We spoke to staff on duty who were very knowledgeable about the needs of the people they were caring for. Staff said they felt well supported by the registered manager. The staff we spoke with all stated that there is a good level of supervision and training.

Quality Of Leadership and Management

This inspection focussed on quality of life. CSSIW did not look at the Quality of Leadership and Management in detail on this occasion. This theme will be considered at future inspections. However, we noted the following:

The CSSIW Registration certificate was displayed together with the Employer Liability Insurance certificate.

We saw that the registered manager was professional in her manner with all staff on duty.

Quality Of The Environment

This inspection focussed on quality of life. CSSIW did not look at the Quality of The Environment in detail on this occasion. This theme will be considered at future inspections. However, we noted the following:

People living in the home can feel comforted by an environment which is light, airy, fresh and clean. Effective daily cleaning schedules were in place as all parts of the home were observed to be clean, tidy and well organised.

Each unit now has a washing machine and peoples independence is encouraged as they are supported to undertake their own laundry should they wish to.

Dan y Bryn enables people to feel valued by an environment which reinforces a sense of belonging. People's bedrooms were designed to reflect individual tastes whilst being sensitive to their behavioural needs. A sympathetic approach to accessorizing had been adopted in order to find a balance between creating a warm, homely environment whilst maintaining personal safety.

People living and working in the home can be confident that their personal information is properly protected. We saw that staff records were stored in lockable filing cabinets. Care records were also securely stored although the required daily documentation was readily accessible to staff.

We saw a book to record all visitors to the home as a means of promoting the safety of the people living there

Dan y Bryn has a new 'welcome' plaque in the entrance. It was designed and made by a local art group. It was made using ceramics from the now closed Ynysmeudwy pottery.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.

