



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Ceiriosen Bren Care Home

Llandysul

Type of Inspection – Focused

Date of inspection – Tuesday, 29 September 2015

Date of publication – Wednesday, 18 November 2015

Welsh Government © Crown copyright 2015.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk You must reproduce our material accurately and not use it in a misleading context.

Summary

About the service

Ceiriosen Bren Care Home is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide personal care and accommodation for up to four people between the ages of eighteen and sixty four years, who have a learning disability. On the day of the inspection there were four people living in the home.

The home, a large modern detached property is situated in the small rural village of Plwmp. The accommodation is over two floors. There are four single bedrooms, three have en suite facilities, the fourth has a bathroom next to the bedroom. There are good communal facilities, an enclosed rear garden, paved areas, and parking for vehicles to the front of the home.

The registered provider for the home is Inspiration Lifestyle Services Ltd, who have two other homes, in Pencader and Kidwelly. Richard Bromley is the acting manager who has day to day responsibility for the home.

What type of inspection was carried out?

This was a scheduled unannounced inspection focussing on the quality of life of people living in the home. We (CSSIW) contacted the home on the morning of the inspection to determine if people living in the home would be available to meet with us. We confirmed that at some time during the inspection we would be able to meet three of the four people living in the home. The information for the report was obtained through;

- Examination of Information relating to the home held by CSSIW
- One inspection visit
- Conversations with/observation of people living in the home present during the inspection
- Discussion with staff present during the inspection
- Examination of the records of one person we spoke with
- Short tour of the home, where we saw two bedrooms and communal areas.

What does the service do well?

The registered providers are committed to improving the service for people using the service and staff, as they are actively involved in the Investors in People Accreditation Scheme, which supports organisations to achieve effective management by putting people first. The organisation achieved the Gold Award in May 2015.

What has improved since the last inspection?

The registered persons were notified during the previous inspection that they were not fully compliant with two regulations. A good practice recommendation was also identified. We saw evidence that these had been addressed. This is discussed in more detail in the body of the report in the 'Quality of Leadership and Management' theme.

What needs to be done to improve the service?

There were no issues of non-compliance identified during this inspection.

Quality Of Life

Overall, we (CSSIW) saw evidence during the inspection that people are supported by staff to be as independent as possible within their capabilities. We observed that people have choice, are valued and treated with respect, and lead an active and purposeful life.

People living in the home, their relatives/representatives can be confident that the service is able to meet their needs as each person living at Ceiriosen Bren benefited from a detailed pre-admission assessment, supported by a local authority needs assessment/ Care and Treatment Order/Plan, which considered if the service could adequately meet the needs of people, prior to them moving into the home.

People can be confident that they have choice and influence over their daily lives. We found that people were able to exercise their rights and were observed to be treated by staff with compassion, respect and dignity. We met with three of the four people living in the home. One person was in the home when we arrived, and they came to meet with us. Two people were out in the community and we were able to meet with them during the inspection. The fourth person was on holiday with a person from another of the company homes. We spent most of the inspection sitting in the kitchen diner where we were able to observe and speak with people living in the home and staff, as they went about their daily lives/routines.

We observed good staff interactions with people. Staff asked people what they would like to eat for lunch, and assisted them to make it. One person decided that they would go out with the member of staff who was supporting them, but would return to the home later for lunch. Another person returned from the day service provided by the company, in their Carmarthen office, where they had one to one support, from the activities coordinator to develop skills or pursue activities/interests tailored to meet their needs. We saw evidence in the care plans that people were given choice with regards to all aspects of their daily life, from when to go to bed and get up, what they eat, and how they spend their day. People are involved with football clubs, weekly visits to a local farm project, the local Gateway Club, work opportunities with a local recycling plant. The home has a games room with a football table, which people living in the home had chosen to purchase from the homes budget, and a pool table in the conservatory area off the main lounge, which we saw one person using with a member of staff. We observed staff listening to people with much patience and good humour, giving them time to make choices, about their day. There was much friendly humour between staff and people living in the home.

People can be assured that they receive person centred care as staff spoken with know the people they support well, and were knowledgeable about the wishes and needs of each person. This was evidenced in the records we examined of one of the people we spoke with and observed. There were detailed person centred care plans and risk assessments, which were reviewed every six months, or as need changed. The care plans and risk assessments had recently been reviewed. It was not evident that the person had been involved in the process as they had not signed the care plans. This was to be addressed by the acting manager. There was evidence that previous care plans had been signed by the person.

People are supported to be fit and well through regular contact with health professionals involved in their care. We saw evidence that people are encouraged to eat a healthy varied diet. There were bowls of fresh fruit in the kitchen for people to eat. The noticeboard in the kitchen displayed the menus for the month, and the meals planned for that day. People were able to choose an alternative to the main meal.

Quality Of Staffing

People living in the home can be assured about the care and support they receive because staff are confident in their roles. Staff present during the inspection informed us that they are well supported to develop their knowledge and skills, through ongoing training, including training specific to individuals, to enable them to understand and meet the needs of the people living in the home.

Staff were open, friendly and relaxed in our presence. There were sufficient staff on duty during the visit to support and meet the needs of people living in the home.

The inspection focussed on the quality of life of the people using the service. CSSIW did not consider it necessary to look further at the quality of staffing on this occasion as no concerns have been noted since the last inspection. However this them may be considered at future inspections.

Quality Of Leadership and Management

People can be assured that they receive effective support from a service which can fully meet their needs as the registered persons make every effort to ensure that the people admitted to the home are compatible through in depth pre admission assessments.

There has been no registered manager in the home since May 2015. There is an acting manager who was previously the registered manager for another home owned by the company. The acting manager was present throughout the inspection. They informed us that they are in the process of being considered by CSSIW for the role of registered manager for the home.

It was good to see photographs of members of staff including the bank staff employed by the company, and the members of the company, displayed in the entrance hall. This enables people living in the home, relatives/visitors to recognise the staff and company team.

The previous inspection identified that the registered persons were not fully compliant with two regulations under The Care Homes (Wales) Regulations 2002;

Regulation 13(2) there were gaps in the medication record examined and insufficient medication for the person, with no explanation on the medication administration record (MAR).

Regulation 17(3) The registered persons shall ensure that all records referred to in paragraph 1& 2 are kept up to date on individual files.

The records we examined during this inspection were fully compliant with the above. We did not check levels of medication during this inspection. This may be looked at during the next inspection.

We saw evidence that the **good practice recommendation** identified during the previous inspection relating to policies and procedures and forms for recording incidents of physical restraint had been reviewed and implemented.

The inspection focussed on the quality of life of the people using the service. CSSIW did not consider it necessary to look further at the quality of leadership and management on this occasion as no concerns have been noted since the last inspection. However this theme may be considered at future inspections.

Quality Of The Environment

People can be assured that the registered persons consider their comfort and well-being as the communal areas of the home and the bedrooms seen, were well decorated and ordered, comfortably furnished, clean, homely, and free from offensive smells.

The last inspection by environmental health was in 2012 when the home was awarded grade 5, the highest award for the standard of kitchen hygiene and practices; such as food handling and storage. The document is displayed in the entrance hall.

The inspection focussed on the quality of life of the people using the service. CSSIW did not consider it necessary to look further at the quality of the environment on this occasion as no concerns have been noted since the last inspection. However this theme may be considered at future inspections.

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.