



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Ceiriosen Bren Care Home

Llandysul
SA44

Type of Inspection – Focussed
Date(s) of inspection: 9 January 2014
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Please contact CSSIW National Office for further information
Tel: 0300 062 8800
Email: cssiw@wales.gsi.gov.uk

www.cssiw.org.uk

Summary

About the service

Ceiriosen Bren care home is registered to provide care to four adults with a learning disability. On the day of our (CSSIW) visit we found four people living in the home, all males and aged between 19-32years. Ceiriosen Bren first opened in 2009, is owned by Inspiration Lifestyle Services Ltd, and is one of three homes provided by this company, the others being in Pencader and under-development in Kidwelly. The manager on the day of our visit was Lee Williams for whom an application to become registered manager had been submitted to us by the company. The responsible person is Sandra Richards McNally who is also the director of services for the company. Ceiriosen Bren is a large detached property located along a narrow lane within the small rural village of Plwmp and people living in the home are afforded very good views.

What type of inspection was carried out?

This was an unannounced, focussed inspection looking at the quality of life for people living in Ceiriosen Bren and we also took the opportunity to explore the living environment, staffing qualities, and leadership and management. We used the following approaches:

- discussion with the manager
- discussion with people using the service
- discussion with staff
- observations of interactions between staff and people
- reviewing people's files
- reviewing staff personal files
- reviewing staff training records
- exploring medication storage, administration, and recording
- menu planning
- touring the premises

We did not review all policies and procedures on this occasion

What does the service do well?

Ceiriosen Bren provides a spacious, modern and well maintained living environment for four people with learning disabilities, with structured and personalised programmes of activities and opportunities

What has improved since the last inspection?

Heating: we arrived before 9am in early January and found the home to be heated and warm throughout with the exception of one bedroom which had windows open due to the personal wishes of the person occupying this room.

Staff supervision: we found evidence that all members of staff received regular supervision including three who were receiving monthly supervision

Photographs on staff files: we found photographs on staff files sampled and a display board in the home with staff photos and names.

What needs to be done to improve the service?

Annual staff appraisals: we sampled staff records and found no evidence of annual staff appraisals being carried out. The manager agreed to quickly address this deficit and to provide evidence to CSSIW as at the time of our visit the home was found to be non-compliant with national minimum standards 24.6

Laundry/Boiler room: the step down into this room is unexpected and is therefore a health and safety risk. Remedial action is needed to make this safe

Shower in Bedroom 1: sealing to base of shower needs attention

Quality of life

Overall, we found people living in a modern, comfortable and well equipped home in which we observed them to be relaxed, expressing wishes and making choices and being well supported by staff on duty.

On our first visit to Ceiriosen Bren, we found people and staff away from the home and during our second visit we explored how people were being occupied. We therefore looked at people's care plans and how their wishes were being met in relation to their programme of activities and learning experiences coordinated by the home. We found a balance between the development of social and self-help activities taking place in the home which were designed to enable people to establish a greater range of independent living skills, through to activities provided outside the home which contained a mixture of self-help opportunities and social and recreational activities. Individual programmes were planned on the basis of the seasons of the year. It was winter when we visited and we found that three people played football two to three times a week in teams in Aberystwyth and Carmarthen and frequently travelled on the team bus for matches in other parts of Wales. We saw that people were supported to undertake cooking and preparation of meals including shopping to Tesco's and Aldi's in Cardigan. We spoke to one person and heard that he is supported to go to Carmarthen three times a fortnight in order to support his interest in Polish culture and language, and facilitate his use of the English language, he also regularly attends religious services for the Polish community in Carmarthen, and visits his sister who lives in a neighbouring village. He has also been supported and encouraged within the home to give up smoking which he told us he had successfully achieved over the past year.

People's health needs were addressed both in terms of monitoring weight levels in people's files but through GP surgeries in New Quay and Llandysul and all have annual health checks. We noted that all people were registered with local dentists and were told that two people who have epilepsy receive frequent eye checks at a local optician. Psychology and psychiatry is accessed through Hywl Dda Local Health Board. Chiropody is provided as needed and two members of staff have undertaken specialist training in basic foot care. We sampled the storage and recording of medication administered and found this to be appropriate.

We explored people's menu and quality of meals and feel there to be balance, choice and quality in the three week menu which was on display and which was determined jointly by people and staff. We noticed home-made burgers in the freezer with fruit and a range of drinks readily available at any time of the day and night. We were told that people have access to also to crisps, biscuits, chocolate and other snacks but as these are held in locked cupboard due to previous bingeing, people need to ask staff for these.

Quality of staffing

People can be confident that they are being supported by an enthusiastic and stable group of staff who are receiving appropriate and regular training and are supervised by senior staff to at least national minimum standards level. We spoke to staff on duty and found a total of twelve staff plus two bank staff employed to work in the home; a structured induction programme including two weeks shadowing with more experienced staff; and regular on-going training in mandatory subjects but also more specialist topics such as Positive Behaviour Management. Staff have a rolling shift pattern of work ie 7am-3pm; 2.30pm-10.30pm; one waking night staff for five nights every week and one sleep-in staff for the remaining two nights reflecting the needs and attendance of one person living in the home. There was also the provision of flexi-time hours and we were told that the ratio of staff on duty averages at three per shift. There were three members of staff plus the manager on duty at the time of our visit to Ceiriosen Bren.

Quality of leadership and management

People can be confident that the staff caring for them are being led and managed by experienced leaders and this was evidenced by the structure and content of staff files, the regularity of staff supervision (and we observed particular focus being given to three members of staff who were afforded monthly supervision); and the training organised for staff. We did note however that annual staff appraisals were not being undertaken and therefore failing to meet national minimum standards. We therefore spoke to the manager who told us that whilst the service had originally put annual appraisals in place, this had slipped and he would ensure that annual appraisals were quickly put in place and brought up to date.

Quality of environment

We found Ceiriosen Bren to be a large detached house which internally gave a sense of space and room to move around. We were invited into one person's bedroom and found this to be large with an en-suite shower room and affording lovely views to the front. The home has a large kitchen, games room with play station and table football, a large lounge, conservatory with pool table and a garden beyond. The home was fitted and furnished to a high standard. We learned from the manager that whilst relationships with neighbours in the past had not been ideal, since new neighbours had recently moved in next door to the property there had been a considerable improvement.

Laundry/Boiler room: the step down into this room is most unexpected and is therefore a health and safety risk. Remedial action is needed to make this safe

Shower in Bedroom 1: sealing to base of shower needs a little attention

How we inspect and report on services We conduct two types of inspection; baseline and focussed. 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.

- **Focussed 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. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed 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.