



# Inspection Report on

**Ceiriosen Bren**

**Llandysul**

**Date Inspection Completed**

26/04/2019

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## **Description of the service**

Ceiriosen Bren is registered with Care Inspectorate Wales (CIW) to provide personal care and accommodation for up to four younger adults with a learning disability.

The home is a large five bedroomed detached modern house, located in a rural area within a small hamlet of houses. There is a nearby shop and bus stop for people to use.

The registered provider is Inspiration Lifestyle Services Ltd and there is a manager who has day to day responsibility for the management of the home.

## **Summary of our findings**

### **1. Overall assessment**

People enjoy a high quality of life as a result of a well organised service, with dedicated care workers who involve people in decisions about all aspects of their lives. The service supports people with complex and diverse needs in a highly competent and caring manner. People living at Ceiriosen Bren are cared for in a warm, friendly way by staff who know people well. People are supported to make choices and have opportunities to take part in a wide range of activities. Care is supported by personal plans and risk assessments which are tailored to people's individual needs".

### **2. Improvements**

- We noted at the last inspection(21 November 2017) recommendations were made to review care records to ensure that staff have easy access to relevant and the most up to date information to enable them to most effectively support people. This has been actioned.
- Staff files now contain a full employment history and any gaps in employment are accounted for.

### **3. Requirements and recommendations**

Section five of this report sets out recommendations to improve the service provided to people living in the home.

# 1. Well-being

## Summary

People live in a homely environment where they are happy and content. People are supported to access a wide range of activities of their choice and are actively involved in their communities. People's rights are protected.

## Our findings

People do things that matter to them, have choice in their activities and have things to look forward to. We saw people living at the home were encouraged to engage in activities both in the home and out in the wider community. On arriving at the home we saw people preparing to go out for the day. The person told us they were really looking forward to the day and would be out all day. We saw other people living at the home were out at National Botanical Gardens. Another person told us they were looking forward to going out later, as they particularly liked bus trips. We saw in this person's "things that are important to me" notes, their like of bus trips was recorded. We saw people participated in a range of activities including:

- Attendance at work experience.
- Member of local football teams.
- Helping in the home.
- Swimming.
- Playing pool.
- Cycling.
- Shopping.

We saw such activities had been stringently risk assessed with support staff providing support to people at all times. We were provided with a copy of the home's most recent newsletter detailing success at the recent inter home bowling championships. The newsletter also gave dates of upcoming cricket and football tournaments. We were told by the manager people got on well with those living at sister homes and we saw photographs of people from different homes enjoying activities together. Staff we spoke with told us they really enjoyed spending time with the people they supported and liked to be flexible. We later saw a person being supported by staff away from the home, in a relaxed and unhurried way, chatting and walking together, appearing to be comfortable in each other's company. People can, therefore, be confident staff are motivated to ensure people are as happy and fulfilled as they can be. The location of the home meant people were able to access community activities easily. This is because there was a bus stop a short walk from the home to take people to the nearby large towns. We consider that the service is ensuring well-being through enabling people to participate in local, social and community activities.

People we spoke with told us they were happy and liked "*having fun*" living at Ceiriosen Bren. We saw photographs displayed of people participating in activities, one person enjoyed telling us jokes and we saw people's art work displayed in the foyer. We were told of plans for a mural which would revolve around choices people made. We conclude people are content in their home.

People's dignity is respected and their rights are maintained. People's best interests are understood and promoted. People were able, if they chose, to lock their bedroom doors to provide a measure of privacy and those locks could be over-ridden by staff if necessary for health and safety reasons. We observed staff interacting with people in a relaxed and friendly way. We saw that where people lacked the capacity to make important decisions in relation to their life, safeguards in accordance with the Mental Capacity Act 2005 had been actioned. This is because Deprivation of Liberty Safeguards (DoLS) authorisations had been requested. This ensures that the rights of people who may lack capacity to make decisions regarding their care and/or welfare are proportionate and in their best interests. We saw people's positive management support plans contained the staffing requirements to maintain people's safety, both within the home and within the community. These plans were detailed, containing information regarding potential triggers for particular behaviours, distraction techniques and clear management strategies. We also saw staff were trained in the management of challenging behaviour. We conclude that people's rights are protected and promoted.

## **2. Care and Development**

### **Summary**

People are supported by staff who they know well. Staff are committed to ensuring people have choice and are supported to have control over their lives, whilst ensuring any risks are appropriately managed.

### **Our findings**

People can be confident their care and support needs are met by a team with a strong ethos of supporting the individual, rather than “doing things for” people. Individual care and support needs are recorded, understood and met by staff. We saw plans were personalised to each person living in the home. People’s history, likes, dislikes and preferred routines were detailed in care files and weekly planners. Care plans were updated as people’s needs changed and were reviewed monthly, providing up to date information for staff. Where able, we saw that people with capacity signed their plans of care to demonstrate partnership in care, good communication and their views had been considered. We saw care plans detailed specific guidance regarding communication and language skills. For example, the use of communication widgets (pictorial communication symbols) or the number of information words a person could understand and how to frame a sentence with that person. Each person had an Individual Support Plan, as well as a folder where daily activities and observations were recorded. Mood states are lifted by skilful staff interactions. We heard support workers using encouragement, support and distraction techniques when required. The home was staffed with a small staff team, who had all signed to confirm understanding of risk assessments designed to mitigate the impact of mood disturbances of other service users. The small staff team allowed for continuity of support and meant staff knew people living at the home extremely well; staff we spoke with were able to demonstrate this. For example, we spoke with a support worker who provided a detailed pen picture of people, their likes and dislikes and how any risks identified were managed. People, therefore, are supported by staff who are alert and responsive to people’s changing moods and have the skills and confidence to respond positively. We saw evidence people attended annual health reviews, physiotherapy, dental appointments and psychiatric support. Therefore, people have access to individualised care and support and they can be confident their care and support needs are recorded; understood and met by staff.

Staff have the appropriate skills, training and qualifications to make a positive difference to the lives of people living at the home. We saw evidence of mandatory and additional training delivered on-line and with mentor support, including:

- fire safety;
- Mental Capacity Act;
- principles of support;
- autism;
- behaviour management;
- total communication;
- medication administration;
- first aid and

- Safeguarding.

We saw the training matrix was up to date and highlighted any training due to ensure staff knowledge was up to date. We spoke with one support worker who told us “ *I am really happy, I have completed all my training and get loads of support*”. The manager told us mentoring, supporting and developing staff was one aspect of the role they particularly enjoyed. Therefore people can be assured they have support from well trained staff to support their daily lives.

### **3. Environment**

#### **Summary**

The home is well maintained and comfortably furnished to enhance people's quality of life and well-being. The environment of the home is warm and people are able to personalise their own room.

#### **Our findings**

People live in a home where risks are clearly identified and measures are in place to keep them safe. We saw the home was safe from unauthorised access. We were unable to gain access into the building without ringing the doorbell and being let into the building by a member of staff. We were asked for proof of identity and to sign our name and time of arrival and departure in the visitors' book. We saw areas of the home unsafe for people to enter were locked. These included the medication room and areas which stored cleaning products. We were told knives used in meal preparation were washed immediately and put away securely and did not go in the dishwasher. We saw the garden was well maintained and safe for people to use with easy and free access from the house. We saw the fire risk assessment plan and the fire log detailing weekly alarm / light tests; these were up to date. We also noted the completion of a full evacuation fire drill the previous month to ensure people and staff knew how to react in an emergency situation. We consider that people can feel confident their health and safety is considered and the registered person take relevant actions.

People live in a safe, clean and well maintained environment. People's bedrooms were large with enough space to enable people to comfortably spend time in either their rooms or in communal areas of the home, according to their preference. We saw the home was in good decorative order and furnishings and fittings were in a good state of repair. Work to replace the flooring in the downstairs en-suite was scheduled to take place when the person who used the en-suite was absent from the home. We saw all people's rooms had been personalised with photos, football memorabilia and things which were important to them. People living in the home and staff had shared responsibilities to maintain the cleanliness of the home and we noted this was done to a good standard. This means people feel included and valued because they are supported in an environment which is appropriate.

Therefore, from our observations, together with what people told us and the records we reviewed, we consider that people can be confident the provider ensures the physical environment is maintained to a good standard and is safe.

## **4. Leadership and Management**

### **Summary**

People enjoy a high quality of life as a result of a well organised service, with a dedicated team of staff who are both motivated and effectively led.

### **Our findings**

People benefit from a well organised service. The manager is committed to delivering a quality service, through gathering feedback and maintaining regular checks. The service is audited to ensure its quality. We read provider reports undertaken on behalf of the responsible individual completed for the period January to March 2019. These were highly detailed, including action plans, incidents, report on audit and feedback from service users and staff. We observed a medication audit being completed on the day of the inspection. We read the minutes of staff meetings held in January and February 2019. We saw an audit of care files had been conducted and improvements made to address any shortfalls. People have access to information to enable them to make choices as to whether the service can meet their care needs. This is because we read the Statement of Purpose and saw care was being delivered in line with that document. We consider people can be assured quality of the service is monitored through robust and effective governance arrangements. This ensures the service is both safe and effective so people benefit from a service seeking continuous improvement.

People can be assured measures are in place to ensure all staff have access to policies and procedures which support them in their role in achieving the best possible outcomes for individuals. This is because we were provided with copies of the home's policies which had all been reviewed in April 2018. We discussed ways to discuss policies and procedures with staff to ensure staff understood and could follow the company's procedures effectively. We noted the whistle blowing policy did not contain CIW contact details; we discussed this with the manager who assured us this would be addressed.

People are supported by staff who are competent, effectively managed and who are safely recruited. Staff told us they felt well supported and the manager was approachable. We saw supervisions and appraisals were carried out within the required timescales, enabling any competency issues, training requirements and development plans to be addressed. Staffing levels ensured that people's needs were met. This is because the manager told us the home was fully staffed with a bank staff available. We saw care records showed that people spent time away from the home on a regular basis. The registered manager told us she carried out care duties where required to ensure people participated in their chosen activities and staffing levels were maintained. We saw staff had been appointed following a robust recruitment process. We saw each file contained the required number of references; a full and complete employment history; checks had been completed and risk assessments carried out where necessary. Staff are recruited safely and are positive about the management of the home.

We conclude Ceirosen Bren is well managed by an approachable leadership team that has the well-being of people using the service at the centre of their actions.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None.

### **5.2 Areas of non compliance identified at this inspection**

None.

### **5.3 Recommendations for improvement**

We recommend the following:

- The provider should ensure the home's whistle blowing policy contains the correct contact details for CIW.

## **6. How we undertook this inspection**

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the home on 26 April 2019 between the hours of 10:15am and 14:30pm. The following methods were used:

During the inspection we spoke with the following:

- two people living in the home;
- two staff and
- The manager.

We looked at:

- three care records of people living in the home;
- three staff files;
- the Statement of Purpose;
- policies and procedures and
- Quarterly quality monitoring visits.

In addition, we:

- toured the property and
- Observed care practices and interactions between staff and people.

Further information about what we do can be found on our website:

[www.careinspectorate.wales](http://www.careinspectorate.wales)



## About the service

<b>Type of care provided</b>	<b>Care Home Service</b>
<b>Service Provider</b>	<b>Inspiration Lifestyle Services Limited</b>
<b>Manager</b>	<b>Gillian Donald</b>
<b>Registered maximum number of places</b>	<b>4</b>
<b>Date of previous Care Inspectorate Wales inspection</b>	<b>21 November 2017</b>
<b>Dates of this Inspection visit(s)</b>	<b>26 April 2019</b>
<b>Operating Language of the service</b>	<b>English</b>
<b>Does this service provide the Welsh Language active offer?</b>	<b>No. None of the people living in the home were Welsh speakers.</b>
<b>Additional Information:</b>	

**Date Published 18 June 2019**