



Inspection Report on

Pen Bryn

**Primrose Terrace
Porth
CF39 9TF**

Date Inspection Completed

26/04/2019

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Description of the service

Pen Bryn is registered with Care Inspectorate Wales (CIW) to provide personal care and support to up to seven people, aged 18 years and over, with functional mental health needs. Pen Bryn is located in Porth, near to amenities and public transport links. The registered provider, Accomplish Group Ltd, has a nominated person (Responsible Individual) to oversee the service. There is a manager in post who is registered with Social Care Wales as required.

Summary of our findings

1. Overall assessment

We found Pen Bryn to be a homely and harmonious environment, with good relations between care workers and residents, and between the residents themselves. The manager of the service expressed passion for promoting the independence of people living at Pen Bryn, whilst also moderating risk taking behaviour and protecting their vulnerabilities. The provider, Accomplish, ensure that all staff members have up to date training, and that audits and maintenance checks are carried out as required. The service provides a number of opportunities to keep progress towards independent living moving forwards, and people previously living at Pen Bryn have been able to gain their own tenancies in the community.

2. Improvements

This is the first inspection visit completed since the service was registered under Regulation and Inspection of Care Services (Wales) Act 2016.

3. Requirements and recommendations

We did not identify any areas in which we felt the service was not meeting their regulatory requirements. We did recommend the garden is landscaped to create an accessible and usable space for people.

1. Well-being

Summary

Overall, we found that people's wellbeing is enhanced due to the harmonious atmosphere in their home, and the respect they are shown by the manager and support workers. People are encouraged to pursue independent living skills, hobbies and interests, and employment opportunities to give them a purpose and make them feel valued.

Our findings

People are supported and encouraged to develop independent living and social skills. People living at Pen Bryn were all at different stages of their recovery plan, and therefore the activities and employment they were encouraged to pursue was varied. We spoke with one person who said they enjoyed cooking and were going to go on a food safety course. From discussions with the manager, and looking at two people's care files, we found that another person, further along in their transition towards independent living, volunteered for a charity three or four days per week. Another person had the opportunity to re-decorate their studio flat in Pen Bryn as a practical project for them to engage in. The care files we sampled contained background information for people, as well as their 'Recovery Star' action plans, which identified their individual prioritised goals to work towards. From these findings, we conclude that people at Pen Bryn are given opportunities suited to their interest and their capabilities at that time.

People feel valued because the manager and support workers show them warmth and respect.

The manager told us how some vacancies at the home had remained open because the suggested person would not have been compatible with those people already living at Pen Bryn, and they did not want their positive progress to be disrupted. We saw 'house agreements', which people sign up to at the time of moving in, to respect each other's feelings and their personal property. Two people told us; *"I like it here"*, *"the people are nice"*. Three staff members we spoke to also described the home as having a *"good atmosphere"* and *"everyone gets on"*. The manager said that she believed it has a direct impact on recovery to be surrounded by people with a similarly positive and committed mind set, and so this is what she looked for in potential new placements. Interactions between people and staff members were informal and friendly, but respectful. Overall, we found the respect shown to people at Pen Bryn allows them to feel valued and is beneficial to their wellbeing.

People have choice in almost all aspects of their daily activities, and their care and support. From the care files we sampled, we saw that 'Recovery Star' action plans and reviews were completed with people receiving the report to ensure they were engaged in the process. Risk Management plans took into account unwise choices people could make and how these could be managed. People living in Pen Bryn have full choice of the food they buy, the meals they make, the décor of their personal spaces and the activities they do during their day. Support appeared to then be tailored to enable these choices to be fulfilled as often as possible. We saw in care documentation, and from discussion with the manager, that some people were not be able to complete some skills of independent living, for

example administering their own medication, but this was discussed with their Local Authority care manager and with the person themselves, to make a future plan to achieve these goals when the person is able.

We conclude that people are given a wide range of choice, over many aspects of their day to day support, but that risks are minimised and managed where needed.

2. Care and Development

Summary

People have comprehensive action plans and risk management plans in place that are regularly reviewed and follow the progress of people developing their independent living skills. Support workers are very familiar with people's needs and the level of support to provide. The service works alongside other agencies to promote people's physical and emotional wellbeing.

Our findings

People can be reassured that all appropriate agencies are consulted with regarding their care and support.

We spoke to the manager who described the ongoing communication she has with people's care managers and clinical teams from their original county of residence. In addition, we saw that progress review reports are sent to these teams for their information. Accomplish have their own, internal, clinical team of nurses and behaviour specialists, who offer support to the manager and staff from the initial assessment of a person onwards, to ensure support workers have the most accurate care documentation possible with which to provide people's care and support. In addition, we saw from contact records when staff have encouraged people to make GP appointments, or when they have accompanied them to clinic appointments. There was a staff handover diary with appointment information to ensure that nothing is missed if the person does not remember their appointment themselves. The manager also told us how support workers have liaised with Local Authority housing departments, and benefits agencies, to enable people to achieve their goal of independent living with their own tenancy.

Based on these findings, we conclude that the service shares information with other agencies in an appropriate way that benefits people living in Pen Bryn.

People are supported to maximise their independence by support workers who know them well and they have good relationships with.

We spoke to two people who told us that they complete their own shopping, laundry and cook their own meals. The manager told us that these tasks are risk assessed according to the person's individual needs and capabilities, and this was confirmed by paperwork we saw. The level of support provided by support workers is dependent on where in their 'Recovery Star' progress they are. We noted that some people were being supported to weigh themselves monthly, and this generated discussion into healthy eating and lifestyle choices. One person's recovery action plan included visits to the gym, with support, to improve their mental and physical health. One person who has recently moved into their own tenancy is having transitional support from familiar, and well-liked, staff at Pen Bryn to provide reassurance and cement the independent living skills learned during their time there.

These findings suggest that people are supported and encouraged to be as independent as they feel able.

Medication is stored and administered safely by support workers, until people are able to safely self-administer.

People's medication is kept in lockable cabinets in their own rooms. There is a staggered process by which people can work towards independently administering their own medication, and these are reviewed at each stage. At the time of our visit, some people prompted support workers that it was time for their medication, but required a care worker to access and administer that medication. Other people were fully independent with their own medication, including renewing prescriptions and arranging pick up or delivery. The manager advised that there was to be a new person placed at the service, who required administration of controlled drugs. The clinical team had consulted on this and the appropriate storage and monitoring facilities had been set up in readiness. In the future, the manager said they were also thinking of ways to promote the person's independence with their controlled drugs, although service policy means they would not be able to fully self-administer them.

Overall, support workers provide the appropriate level of assistance, according to care plans, with administering medication and ensure safe procedures are followed.

3. Environment

Summary

Pen Bryn provides a warm, homely, and well-maintained environment that allows people to access areas of the home depending on their mood and activity. Maintenance and safety of the property is upheld, although the rear garden is inaccessible, which means people living at Pen Bryn lack outside space.

Our findings

People live in a safe, secure, and well maintained environment.

The front door to Pen Bryn is locked, and visitors are greeted by a support worker on arrival. There is a visitors' book for visitors to sign in and out. People who live at Pen Bryn have their own key, and can leave either independently or with staff support. People are asked to tell a staff member when they are leaving and an approximate time of their return for fire safety purposes. Pen Bryn has five en-suite rooms, a studio flat with kitchenette, and an annexe flat adjoining the main house with its own front door. Each door has its own lock, and people have their own keys. Master keys are held by support workers. We saw one person's room, and the vacant rooms, and found them to be a good size with well-maintained facilities. The communal areas are personalised and give opportunity for people to spend time together or on their own. There are numerous flights of stairs inside the property, which means it would not be suitable for people with mobility difficulties. The home is clean and in a good state of repair. There is a rear garden and patio area, with a smoking shed, but the grass area is uneven and currently inaccessible. We discussed this with the manager who agreed that having the garden landscaped would not only provide a safe outside space for people, but could also be used for gardening projects that people would enjoy. The manager showed us how the maintenance and safety checks in the property are completed and recorded. Plumbers, electricians, decorators and handymen are provided by a service that is contracted for 24 hour response, and so any issues are prioritised and resolved accordingly. Fire equipment is regularly tested and evacuation drills are completed. People's care files include a 'in the event of a fire' information sheet which is signed by people living in Pen Bryn to confirm their understanding.

We conclude that the property is multi-purpose and provides a safe, comfortable and homely environment. Outside space is currently not fully accessible to people living at Pen Bryn.

4. Leadership and Management

Summary

People at Pen Bryn are supported by a positive and motivated staff team who are led by a supportive and approachable manager. The ethos of respecting and encouraging each other filters throughout the staff team and is reciprocated by the people who live there. The provider ensures that quality care is promoted through ongoing training opportunities, regular auditing of events and record keeping, and ongoing feedback from professionals, relatives, and people living at the service.

Our findings

People are supported by an appropriate number of safely recruited and trained staff members.

People living at Pen Bryn require a varied number of 1:1 hours with support workers. The number of staff on duty is reflective of this. In a discussion with the manager, we were told that a person who is due to move to Pen Bryn requires a high level of 1:1 support and so additional staff have been recruited in anticipation of this placement. At present, these support workers are working at other Accomplish Ltd services. Staff members can also be loaned to Pen Bryn from other services to ensure agency staff are not required. We viewed three staff personnel files which showed that all identification and vetting checks had been completed prior to employment. The provider has an induction and shadowing framework that all staff members follow. We saw that staff supervisions are completed regularly, and annual appraisals highlight professional development. We saw an online training matrix that showed all current staff members are up to date with required training, and sends alerts to the manager when a refresher is required. The provider offers a range of training, which can be utilised by any staff member on request. All staff members we spoke to on the day of our visit were complimentary of the training opportunities and professional support available to them.

On the whole, we found that staff members at Pen Bryn are supported in their learning needs and therefore people receive care and support by competent staff.

People can be reassured that there is comprehensive oversight of care delivered and incidents that occur in the home.

We saw numerous audits were carried out at agreed intervals to inform the manager and provider of incidents that occur in the service. Any incidents or accidents were entered into an electronic database that alerted the manager to follow up required actions, for example, a referral to safeguarding. Care documentation and daily records are audited as part of relapse management reviews held with people living at Pen Bryn, at which the manager or deputy is present and therefore has an overview of the progress. Health and safety and environmental audits are also completed to ensure that the service is safe and functional. These audits can be looked at any time by the provider's in house quality team and any issues followed up with the manager.

As part of the provider's quality assurance process, people have opportunities to provide feedback about the care and support they receive at monthly residents' meetings. In addition, we saw reports written following quarterly visits from the Responsible Individual, which seeks feedback from all parties, as well as creating an action plan for identified

improvements. We saw the annual Quality Report had been started, and was due for completion at the end of the month. This included an analysis of feedback, referrals, and documentation, and should identify actions or targets to further develop the service over the coming year.

From these findings, we conclude that the service monitor and respond to feedback and data to promote the quality of support given at Pen Bryn.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This is the first inspection visit under Regulation and Inspection of Care Services (Wales) Act 2016

5.2 Recommendations for improvement

- Work to be done in the garden to make it an accessible and usable space.

6. How we undertook this inspection

We completed a full, unannounced inspection of the service on 26 April 2019.
We considered the following information in collating evidence for this report:

- Examination of all the information about the service held by CIW
- Visual examination of the home environment
- Examination of all the documentation relating to two residents' including care documents, health documents, and daily records
- Examination of all the documentation relating to three staff members including recruitment and supervision
- Examination of staff rotas, team meeting minutes and staff training matrix
- Examination of maintenance records and checks, including fire safety checks
- Examination of stakeholder feedback, and internal quality reports
- Examination of documents relating to medication administration
- Discussion with two residents, three care workers, and the manager of the service
- Questionnaire feedback from one resident and three care workers

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

www.careinspectorate.wales

About the service

Type of care provided	Care Home Service
Service Provider	Accomplish group ltd
Registered maximum number of places	7
Date of previous Care Inspectorate Wales inspection	First inspection under RISCA
Dates of this Inspection visit(s)	26/04/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	
Additional Information: No Welsh speaking residents at this time.	

Date Published Tuesday, 2 July 2019