



Inspection Report on

17 Pen y Bryn

Llan Ffestiniog

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Description of the service

17 Pen y Bryn is registered with the Care Inspectorate Wales (CIW) to provide care and accommodation for three adults with a learning disability.

Mrs Ayres is the registered provider and manager.

17 Pen y Bryn is located on the main street of Llan Ffestiniog within close proximity to all local amenities. Accommodation is provided in three single bedrooms.

The registered person does not intend to offer a placement to any new people in the future.

Summary of our findings

1. Overall assessment

Overall, the quality of care and support provided at 17 Pen y Bryn is consistent. The registered person provides a stable and family environment for people living in the home. People are happy and have opportunities to take part in activities that they are interested in. People looked well and told us they liked living at the home.

2. Improvements

There were no noticeable improvements since the last inspection.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service and the areas where the care home is not meeting legal requirements. There were no recommendations or non compliances identified following this inspection.

1. Well-being

Summary

We found that people had a sense of belonging at the home and are treated as part of the extended family of the registered person. People's right to speak Welsh is respected.

Our findings

People are encouraged to keep fit and well. People remain healthy because their needs are anticipated and they are enabled to have access to specialist or medical support. The manager told us that each person continues to attend annual health checks at the local GP practice in Blaenau Ffestiniog. Although we did not view the care plans and other service user documentation during this inspection the manager assured us that regular appointments were made for dental and ophthalmology check ups. This demonstrates that people living at the home are supported to remain healthy.

People experience warmth and belonging. People using the service develop relationships and feel recognised and valued by others. People using the service are treated as extended family members of the registered person. The manager informed us of a change in their personal circumstances and how this change would not affect the person living at the home. We heard how the person was supported by the manager and family members during a recent bereavement in the manager's family. The person had developed friendships with the manager's family members and they shared how they had enjoyed a recent trip to Cardiff to support a family member in completing a charity bike cycle. We saw a strong bond had developed between the person and family pet dog and saw the person care for the dog in a friendly way. This evidenced that people are included as part of the registered persons family events.

People are encouraged and supported to make choices and decisions. People using the service feel listened to and valued. People can decide when to get up and what to do during the day. One person continued to attend a local day centre and enjoyed gardening and assisting around the home with general household tasks. The manager told us the person had a potting shed in the rear of the property where they enjoyed spending evenings and weekends. We saw a person independently make themselves a refreshment on return from their day activities. This demonstrates that people do things that matter to them.

2. Care and Support

Summary

Overall we found that people using the service are treated with respect and dignity and their views are regularly sought. People can be confident that they will receive a good standard of individualised care which is appropriate to their needs.

Our findings

People are able to access opportunities to learn, follow interests and develop skills. We heard how people continue to attend community day activities in the village. One person has an interest in animal welfare and enjoys assisting with the care of the family pet dog. This evidence shows that people's potential and independence is maximised.

People receive timely, appropriate person centred care. The manager has previously produced care plans for each person which was specific to the individual. We did not view care plans at this inspection, however the manager assured us the care plans were up to date and reflected the current needs of people. Care plan documentation will be considered at future inspections. People go on short holidays away from the home twice a year and the manager ensures that the care plans are updated prior to each holiday. This demonstrates that people receive the right care and support, at the right time in the way they want it.

People can have the opportunity to speak Welsh; however their choice to speak English is respected. The manager's first language is English; however she is able to converse in Welsh on a basic communication level. Family members are fluent Welsh speaking and there are opportunities for people to converse in Welsh whilst on work opportunities and social events. This demonstrated that people can receive a service in Welsh.

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3. Environment

Summary

Overall, 17 Pen y Bryn provides a homely, well maintained home that contributes to people's well being. The environment provides an opportunity for people to be part of the extended family of the registered provider. The property is domestic in character and has been converted to provide a six bedroom house with two bathrooms. There is nothing to distinguish the home from other properties in the area.

Our findings

People live in an environment which is warm, comfortable and homely which would positively contribute to their sense of wellbeing. We saw that people were able to do things for themselves because the layout and facilities promote independence. People were seen accessing all areas of the home with one person seen independently using the facilities of the kitchen to make a drink for themselves.

People are considered part of the manager's extended family; they can choose to spend their time at the home in the privacy of their own bedroom or can sit in the lounge with the manager. The manager told us the replacement of a lounge chair had been offered to one person, however the offer was declined as the present one was large enough to share with the family "pet dog" during the evenings whilst watching television.

The premises and equipment are kept in good condition. The manager has a redecoration and refurbishment programme and any maintenance issues are dealt with. Due to health and safety reasons consideration should be given to clearing the boxes from the dining area. Scaffolding was erected to the outside of the building with fabrication work being assessed.

This evidence shows that people live in a home which meets their needs and supports them to achieve a sense of well being.

4. Leadership and Management

Summary

17 Pen y Bryn is a family run business with no staff employed. A family friend assists as and when required to enable the manager to attend private appointments.

Our findings

The manager communicates their vision for the setting and collaborates with others to achieve positive outcomes for people. People are clear about what the service provides. Through discussions with the manager and observations of practice during this and previous inspections we found evidence of good quality of care, however due to personal issues during the past twelve months the manager has not conducted an annual review and quality assurance reports. We found that support is provided in a timely manner where individual choice is respected.

The registered manager ensures that people experience enhanced well being because their needs are understood and catered for. One person has lived at the home for over 22 years respectively and was considered part of the extended family member of the registered person. In addition to people having short holidays away from the service, the registered provider arranged short breaks. This demonstrates that people know the opportunities available to them.

Improvements are needed in systems to ensure that people are safe and protected from abuse, neglect and exploitation. Due to prioritising personal circumstances the managers' Disclosure and Barring Service (DBS) check and Social Care Wales (SCW) registration has lapsed. Discussion were held with the manager demonstrated that she was aware of the importance to renew both registrations. Following a subsequent telephone discussion the manager shared that she has commenced the process of renewing her DBS. Discussions were held with the manager regarding the future registration of the service where the manager is considering the option of registering with the Shared Lives Scheme. The manager has systems in place for the protection of people using the service, including their health and welfare. The manager was reminded of the need to ensure that people she employs to support people on social activities should have a Disclosure and Barring Service (DBS) check. The family friend who offers support has her DBS renewed every three years. Overall the evidence demonstrated that people are protected from abuse and exploitation.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

There were no non compliance notices as a result of the last inspection.

5.2 Recommendations for improvement

There were no recommendations made following this inspection.

6. How we undertook this inspection

We undertook this inspection as part of our annual inspection programme. We made an unannounced visit to the home on 14 May 2018 between 2:45 p.m. and 4:45 p.m.

The following methods were used:

- We spoke with one person living at the home when they returned from their day activities.
- We had discussions with the registered provider.
- We considered information held on CIW database.

Did you look at any records at the service?

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

www.careinspectorate.wales

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AA About the service

Type of care provided	Adult Care Home - Younger
Registered Person(s)	Emma Ayres
Registered Manager(s)	Emma Ayres
Registered maximum number of places	3
Date of previous Care Inspectorate Wales inspection	15/11/2016
Dates of this Inspection visit(s)	14/05/2018
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	Yes
Additional Information: This service meets the Welsh language and cultural needs of people who use the service.	

No noncompliance records found in Open status.