

Action Plan for Bryn Ivor



Dear Sir or Madam,

We thought it might be useful to residents, potential residents, their relatives and friends to summarise our response to the Care and Social Services Inspectorate Wales (CSSIW) latest inspection report, published in November 2016, setting out the actions we are taking to improve support at Bryn Ivor.

The CSSIW was extremely complimentary about the standard of care and support at Bryn Ivor. They recorded: 'Overall, we found the residents at Bryn Ivor Lodge were highly complimentary about the care and services they received. Staff were welcoming, friendly and sensitive to resident's needs. Written guidance about how people's needs are to be met were detailed and person centred. Regular quality checks to oversee the service were being taken. People are accommodated in a high quality environment that is safe, clean, comfortable and promotes individual self-worth. Residents have access to well-maintained gardens and scenic views.'

The CSSIW noted no areas non-compliance with care home legislation at the time of their inspection but they did set out some good practice suggestion. We value the views of CSSIW and will take actions accordingly

Report findings and actions

The CSSIW asked us to ensure that care file evaluations always make clear references to any changes in circumstances.

To ensure we improved in this area:

We now use the monthly review on the 'resident of the day' form to document changes.

The CSSIW asked us to ensure that when staff are completing care file audits, the files always have clear names and dates stated for those responsible for addressing issues.

To ensure that we improved in this area:

We now ensure it clearly states the name of the person and date when any issues need to be addressed by on all care file audits.



The CSSIW asked us to ensure that staff files do not contain gaps in employment in personal files and that gathering of references always follow recommendations.

To ensure that we improved in this area:

An audit of all staff files is being completed, signing to say we have seen and are satisfied by all documents required.

The CSSIW asked us to consider using the social care induction framework for new employees endorsed by the Care Council for Wales

To ensure that we improved in this area:

We discussed the issue with Barchester Healthcare's learning a development team.

The CSSIW asked us to ensure that Bryn Ivor's Statement of Purpose includes a statement on the home's position regarding an active offer in relation to the Welsh language and to advocacy.

To ensure that we improved in this area:

We reviewed our Statement of Purpose accordingly.

All the actions above are audited and reviewed by the General Manager.

Accountability for change

We were pleased that the Care and Social Services Inspectorate Wales recorded many areas of good practice at Bryn Ivor, noting that: 'People are treated with dignity and respect,' and that 'During our visit to Bryn Ivor Lodge we saw residents were offered encouragement and emotional support. We examined residents care documents and saw that people's individual likes, preferences and choices with regards to care delivery were recorded. We spoke with staff who demonstrated good awareness of the individual needs of the people they supported,' and that comments included: 'People told us: "the staff here are lovely"; "I only have to smile and they (staff) come to see me"; "staff are friendly and welcoming"; and "I just have to ask them (pointing at staff) for help."' This demonstrates that people have caring relationships with staff and are treated with kindness and compassion in their day to day care.'

There are areas in which we want to make improvements, however, and we are working to ensure that we meet Care and Social Services Inspectorate Wales requirements. We are monitoring our progress carefully, audited through regular visits from senior managers: our progress will also be monitored by the Care and Social Services Inspectorate Wales.

As General Manager for Bryn Ivor these actions are currently accountable to me. If you would like to talk about any of the issues this raises I and my team would be pleased to do so.



Sincerely,
Michelle Willett,
General Manager,
31/1/2017

