



Brynfield Manor



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www.langlandcareltd.co.uk

Date(s) of inspection visit(s):

07/05/2025, 13/05/2025, 14/05/2025,
28/05/2025

Service Information:

Operated by:	Langland care LTD
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	73
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Brynfield Manor is a well-established service for adults and is situated in Langland, with beautiful coastal views and close to many community facilities. People receiving the service told us overall they were happy with the care and support provided. The Responsible Individual (RI) and the manager have a strong presence within the service, and they support staff through formal and informal discussions. Staff told us they feel supported within their roles.

People experience good wellbeing outcomes as the service actively supports them to make their own choices in daily activities. People are supported to do the things that matter to them. The care and support people receive is good, and people tell us their experience of being supported by the service is positive. The environment is good and promotes people's wellbeing and supports them to achieve their outcomes. Leadership and management of the service is good. There is a committed management team in place who are approachable, supportive and ensure good governance of the service.

Since the last inspection, we have seen a strengthening of recruitment practices. This ensures people are safely supported by staff who have the necessary expertise, skills and qualifications. An improvement was also noted with staff supervisions and appraisals, and these are completed within regulatory timeframes. People's involvement in the review of their personal plans has also improved since the last inspection.

Findings:



Well-being

Good

People live healthily and safely and are supported to achieve their personal aspirations and outcomes. People are supported to make their own choices from day to day. We saw positive interactions between staff and people, and choices were consistently offered. This included what to eat, what to wear and how people wished to spend their time. A menu was clearly displayed in the dining room and had good choices of nutritious meals. The menu is available in written and pictorial format, ensuring choices are provided clearly and in a way people can understand. People's individual circumstances are considered, and the service actively seeks to accommodate these. Examples of this are dietary and personal care needs. One person told us *"I am happy with the care I am having and can't speak highly enough of this place. The degree to which I am catered for, I have no complaints, they meet my needs fully and with respect"*.

Safe and healthy relationships are encouraged, and people are supported to engage meaningfully with their community. Family and friends can visit whenever they please and we saw people spending time with loved ones in various parts of the service including enjoying a meal in the dining area. Relatives told us *"We can visit any time we like, there's always a good welcome here, we always have a cup of tea and staff are friendly and helpful"*. The service offers double bedrooms for married couples who want to continue living together. People told us how important this was to them and their wellbeing. One person told us *"I wouldn't have wanted to live apart from her after all those years of marriage, I'm very glad we could stay together"*. An activities co-ordinator is employed by the service and a range of in-house and community activities are offered. These include meals out, shopping trips and various other community activities.

The provider ensures people are safe and protected from harm and abuse. Staff are recruited safely, and appropriate background checks are completed before they start employment. Staff receive safeguarding training and those spoken with show good knowledge of their responsibilities around this. Staff told us they feel confident and comfortable to report any concerns. There is a safeguarding policy in place that reflects the Wales safeguarding procedures. Staffing levels are appropriate and are reviewed as people's needs change. Routine health and safety checks are completed, and the environment is kept clean and clutter free. The service is secure, and visitors are asked to sign a visitors' book.



Care & Support

Good

The provider delivers quality care and support to help people achieve their personal outcomes. Before offering a service, the provider completes comprehensive assessments to ensure they can fully meet people's needs. We saw examples of these. There is a written guide about the service which provides people, their relatives and professionals detailed information to enable them to make an informed choice. Personal plans detail people's individual needs and preferences and are reviewed routinely. People and relatives spoken with told us they are involved in the review of their personal plans. Documentation seen reflects this but needs strengthening to fully capture people's views. This was discussed with the manager who agreed to make further improvements. We saw care outcomes detailed in each plan. This enables care staff to provide care and support in the way people prefer. Risk assessments align with personal plans and are routinely reviewed. Daily care documentation is thorough and in depth. This documentation focusses on outcomes for people and is detailed and easy to read. We saw care staff provide support in a respectful and dignified manner and interactions were warm and considerate. People told us "*The staff treat me with dignity and respect; they cater for my needs without complaint*".

There are systems in place to safeguard people using the service. Care staff receive safeguarding training and those spoken with have good knowledge of their responsibilities and how to report concerns they may have about people they support. There is a safeguarding policy in place which is reviewed as required. Deprivation of Liberty Safeguards (DoLS) are in place and up to date for people who do not have the capacity to make decisions about their accommodation, care, and support.

Systems are in place to ensure the safe management of medication. We completed a medication audit and found that medication is stored appropriately in a designated locked room. We saw there was an appropriate medication policy and procedure in place for medicines management which is reviewed annually. We saw a good history of medication room and fridge temperatures being checked daily and these were within the correct range. We spoke with the nurse clinical lead who demonstrated good knowledge of medicines management. Staff who administer medication receive appropriate training to ensure they are competent to do so.

The provider ensures good standards of hygiene practices through effective oversight. This minimises people's risk of infection. There is a comprehensive and thorough infection control policy in place which is reviewed annually. Staff receive training in infection control, and we saw the appropriate and pro-active use of personal protective equipment (PPE).



Environment

Good

Care and support is provided in an environment that promotes and enables people to achieve their personal outcomes. Brynfield Manor is located near Langland Bay and offers beautiful coastal views. It is a large building and offers a number of communal spaces where people can spend their time. We saw people making good use of these spaces, relaxing or socialising as they please. A range of activities were being held in these spaces and people were encouraged to get involved if they wished. We found all areas of the service to be clean, clutter free and nicely decorated. There are outdoor spaces people can access, and we saw people using these areas to spend time with family and friends. We saw several bedrooms which are decorated according to individual preferences, and people are encouraged to have their personal belongings. Double rooms are available for married couples who do not want to be separated, and these are spacious and homely.

Where needed, relevant adaptations and equipment is available to meet people's needs. The service is well-maintained and continued efforts made to keep it in a good state of repair. A new roof has recently been installed following storm damage and the RI discussed with us their ongoing plans for refurbishment and redecoration.

The service provider ensures risks to health and safety are identified, mitigated and reduced. The service has a secure entry system in place and a visitors' book. This is to ensure the safety of people is maintained and to comply with fire regulations. We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. A fire drill had taken place recently. Water temperature checks are completed monthly. An emergency evacuation plan is in place. Personal emergency evacuation plans (PEEP's) are also in place for people. Laundry facilities are kept in a separate locked room, with a good flow system and away from food preparation areas. The home has a current food hygiene rating of 5 (very good). We saw appropriate storage and control of substances hazardous to health (COSHH). These were kept in a designated locked area and risk assessed. We saw staff wearing appropriate personal protective equipment (PPE) and they told us there were sufficient supplies of these.



Leadership & Management

Good

The provider ensures there is a positive culture which is supportive, inclusive, and respectful so people can have high levels of confidence in the service. The dedicated and experienced management team are passionate about the quality of care delivered. The RI works in the service daily and makes themselves available for people and staff whenever needed. The RI is supported by a long-standing manager who makes themselves available to staff and people and ensures effective quality management arrangements are in place. The management team work closely with external professionals and guidance received is implemented into people's personal plans. There are appropriate policies and procedures in place which are reviewed annually and are proportionate to the needs of the people supported by the service. Staff told us they have access to these and are familiar with them.

There are effective quality assurance arrangements in place to ensure people receive a service tailored to them as individuals. The RI regularly speaks to people, their families and staff to gather feedback about the service which is used to inform any required improvements. The RI uses this information to complete regulatory reports which show good oversight and governance. The manager conducts regular audits which are used to drive continuous improvements in the service. We saw any actions raised in these audits are promptly addressed.

The Statement of Purpose (SoP) is comprehensive and clearly states what people can expect from the service. There is also a written guide which provides people, their relatives and professionals detailed information to enable them to make an informed choice about whether the service is suitable for them. Throughout the inspection it was clear the SoP and written guide are fully reflective of the service provided.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. We sampled a number of staff files and saw robust recruitment and background checks in place. Disclosure and Barring (DBS) checks are completed and renewed when required. Care staff are registered with Social Care Wales (the workforce regulator) or working towards registration. All nursing staff have up-to-date PIN numbers. The service has a committed staff team who told us they feel supported in their roles. Care staff referred positively to the management team. They told us *"The manager is great, her door is always open, and you can talk to her at any time about anything"*. The service arranges regular staff meetings and staff told us communication within the team is good. There are systems in place to support staff within their roles. These include supervision, annual appraisals and relevant training which is refreshed routinely.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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