



Review of Quality Care at Brightside Manor February 2026

Avan Limited

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Brightside Manor Care Home is a trading name of Avan Limited
Company No: 8934796 Registered in England & Wales

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1. Service Provider

The Service Provider is Avan Limited [Company Registration no. 8934796], a wholly owned subsidiary of Avan Care (Holdings) Limited [Company Registration no. 16598258]. Registered Office for both companies are located at 637B Newport Road, Rumney, Cardiff CF3 4FB. Brightside Manor is a trading name of Avan Limited.

Avan Limited is registered with the Care Inspectorate Wales (CIW) and regulated under The Regulation and Inspection of Social Care (Wales) Act 2016, The Regulated Services (Registration) (Wales) Regulations 2017, and The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and other associated legislation.

2. Legislative Requirements

Brightside Manor conducts twice yearly review of the quality of care we offer. Under Regulation 76(1) of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and Regulation 80 of the Regulation and Inspection of Social Care (Wales) Act 2016 the responsible individual is required to conduct and review the services we offer.

3. Report Format

Views of residents, staff, health/ social care professionals and relatives/ friends of residents were sought. Surveys were conducted anonymously to ensure impartiality and the survey forms were despatched electronically and in print format for those who did not have digital access.

Brightside Manor received a total of only 2 response from external health/ social care professionals and 11 from family/ friends, 21 responses from staff and a total of 8 responses from residents.

In addition to evaluating survey responses, several other key indicators linked to quality care were analysed. The format of this report is based on the regulatory framework for inspection of care homes under the Regulation and Inspection of Social Care (Wales) Act 2016.

4. Well-being

The overwhelming consensus of residents living in the care home was that they felt they are well looked after in a clean safe environment. They hold the care team in high regard stating they are warm, approachable and positive. Residents and relatives were particularly happy with the consistency of care, "delivered by a familiar friendly face" and minimal use of agency staff. It is worth noting that in 2026 no agency staff has been required. On the rare occasion agency is required the manager will ensure as far as possible that this worker has been to the care home previously and most importantly familiar with residents and care routine. Relatives felt that they are kept up to date with changes through phone calls and emails and that staff are always available to answer any queries giving them "peace of mind". They also felt that the manager was easily accessible and they see her often during their visits.

Relatives have commented that Brightside has the right caring approach offering both physical and emotional support to residents as well as delivering excellent care based on forming close relationships with residents.

One resident commented that the manager is always available and queries are always dealt with promptly “no matter how big or small”. Residents expressed that they see management including the registered manager and RI on a daily basis.

Residents have close relationships with staff and enjoy one to one interactions. Family and other health professionals confirmed that management are approachable and easily accessible. They also stated that they felt confident in care staff’s ability and they are always kind, professional and caring.

One family member commented “you can see how my mum lights up when she sees carers, I often see her laughing with (particular carer) when I visit”.

Residents and families are particularly pleased with the events and activities calendar. The calendar is published at the beginning of the year and there is at least one event and party a month as well as daily activities. Brightside encourages families to enjoy these events and parties with their loved ones.

Feedback from one family with regards to Brightside delivering palliative care was “Brightside not only cared for my dad in a compassionate and caring way, they also supported me, I am so grateful dad passed away in the company of people that cared for him”.

When residents were asked -what is the best part about living at Brightside? They responded “ the food is delicious and the staff can’t do enough. We have a laugh and I always know I am safe”

Health professionals responded that “staff are professional, pro-active and a pleasure to work with” and “the team is led by an experienced manager”.

Visiting vaccination team commented “when we visit for seasonal vaccines, the care team is organised, paper work is completed and they make the task seamless”.

When family members were asked if they would recommend Brightside Manor to a friend or loved one 100 percent of responders commented “ YES”.

4.1 Consultation with residents and families

All those surveyed including residents, their relatives and health care professionals have once again highlighted the efficient “ collaborative” working style at Brightside Manor. During times of ill health or health decline, families are involved and updated which offers “reassurance”. They also commented that they appreciate contact with the registered manager as well as the care team, and have liaised with the registered manager in order to make health related decisions when a loved one has been hospitalised. Brightside continues to empower residents and their families through this joint working ensuring autonomy. Families also commented that the care staff are able to contact the registered manager out of office hours if urgent.

Residents feel that the care home environment is “homely and relaxed” and the facilities are adequate in meeting their needs. Families also particularly liked that Brightside Manor is not a purpose built facility but a home offering a pleasant and tranquil atmosphere. Décor and signage to promote orientation for those with dementia also rated highly.

Families are also involved in 3 monthly person centred care surveys which enables the manager to gather feedback on their relatives, their care, the environment and activities. Feedback shows that Brightside succeeds in creating a “home from home” environment, which is “clean, presentable and cosy” whilst assisting in orientating and calming those with a diagnosis of dementia

A specimen of testimonial from a service user aged 76 with a moderate diagnosis of alcohol related dementia is as follows:

“I like to do my own thing and the staff know this, I can spend my day how I wish and get involved in what I want to. The carers are lovely, they are kind and patient and I feel easy when I need help. The food is delicious, I like to have a chat with the cook every morning and if I fancy something that isn’t of the menu she’s happy to make this for me. I like my room, sometimes I spend the afternoon in my room watching sport and the care staff will pop in with refreshments or to say hello. It’s nice to be around people but also have my space. I am so glad I chose Brightside. The manager also goes shopping once a week so I get all my treats”.

Resident meetings are held quarterly and the manager gathers resident feedback. Minutes for resident meetings are made available to family and friends via the manager. Family meetings with the presence of the registered manager are also available.

4.2 Activities

Events and parties are held within the care throughout the calendar year and family and friends have commented that the parties are thoroughly enjoyable and they like the fact that families are always invited and encouraged to attend. One family member commented, *“This is integral to the wellbeing of our loved ones”.*

Brightside Manor offers a wide range of activities as well as monthly parties and/ events. The events calendar is published at the beginning of the year and displayed around the care home. Internal group activities are held daily which include musical sessions, quizzes, games, crafts and pampering sessions to name a few. The activities schedule is created every week to ensure a variety of activities are taking place and records are kept. Families and friends are actively invited and encouraged to participate in parties. Brightside also employs external fitness activity team attending fortnightly and a local church holds service every other Sunday. Residents and families commented that the parties are “exciting, with great live entertainment and a delicious spread”.

5. Care and support

5.1 Care Planning

Brightside takes a collaborative approach when it comes to care plans. These are created with the involvement from residents, social workers and relatives. They are encouraged to participate and lead their own care. Brightside is flexible in its approach and it is paramount that residents are given choices in how they would like their care to be delivered. Care plans are individualised and include resident preferences, likes and dislikes. Care plans are reviewed monthly as a minimum and also when care needs change. Person centred surveys are carried out three monthly with input from residents and their families to ensure care plans are accurate, to give them an opportunity to review and add to if needed. This also assists in quality assurance.

Social workers are encouraged to attend care plan reviews to ensure changing needs are identified and adequate support is given. Care plans and reviews are evidenced in service user files as well as on the Digital Care Record System - Cura.

The digital client record management system is cloud based and fully compliant with GDPR. Cura enable us to store all service user information including risk assessments and care plans and prompts the manager to review these documents monthly or sooner as required. This enables visiting professionals to access the records easily without having to wade through paper trail.

5.2 Nutrition

Brightside employs a dedicated in-house nutritionist, who oversees all residents. The nutritionist completes monthly reviews, including weight comparisons and MUST scoring to identify concerns. She then implements bespoke diet plans to support residents with their nutritional needs and refers to the community dietetics team when needed. She is also responsible for creating seasonal menus in conjunction with the registered manager and the cook to ensure nutritional needs are met and the residents have a varied balanced diet. Menus are also created with input from residents which is gathered during quarterly resident meetings. The cook personally speaks with each resident every morning and gains their preferences for their meals for the day and maintain records of meals consumed. Brightside is also flexible and special requests are met. Recent feed back from the community dietician was "Brightside is one of the best care homes for following the food first policy (fortification protocol), they offer a wide range of foods and it is a pleasure working with them."

The cook receives commendable feedback with regards to the meals that are provided in the care home, recent introductions are curry, chilli and lasagna as per resident requests which have proven to be a hit. Brightside has maintained a 5 star food hygiene rating for many years.

5.3 Medication

All staff responders commented that the medication procedure and the use of eMARx digital administration is adequate and effective. Residents receive their medications in a timely manner, they regularly have medication reviews with their GP as organised

by the care home and interim medications are sourced on the same day they are prescribed. Our medication administration and management is maintained electronically. Senior staff are suitably trained to administer medication which includes in-house training, both theory and practical as well as a medication test which requires a 95 % pass rate. We risk assess those wishing to manage and administer their own medication in order to promote independence and autonomy.

Medication is stored in a lockable trolley which is secured in our medication room. We also conduct monthly medication audits. Controlled drugs are checked and accounted for at the start and end of every shift. We have recently introduced a PRN document which records and analysis the efficacy of medications.

Medication audits are completed monthly by the deputy manager and anomalies thoroughly investigated.

We continue to foster and maintain a good working relationship with our local pharmacy who is always available for advice. Medications are delivered by the pharmacist.

5.4 Access to health services

Brightside works closely with two local GP surgeries, and identified changes in health are promptly dealt with by accessing a home visit from a GP. Residents are able to retain their own GP as far as practicable and within ease of travel distance. GP visits are recorded on the electronic system Cura.

Referrals to health care professionals such as community dentist, optician, podiatrist, physiotherapist, community mental health team etc. are promptly made when a need is identified and this is evidenced on service user files and care plans and on a care needs matrix.

Brightside works closely with the local district nursing team who visit the care home daily. Brightside also works closely with the care home liaison team and community resource team which are accessed when a change in mental health is identified.

6. Environment

6.1 Facilities & Decor

Improvements have been made to some of the décor and furniture had been slowly replaced. All bathrooms/ shower rooms and toilets have been refurbished in response to resident and family feedback from our previous survey. The refurbishment programme is on going, and we recently redecorated our entrance hallway. Bedrooms are redecorated prior to any new admission. In response to the facilities and décor one relative commented “ the care home is always warm and inviting, it is maintained to a good standard and has a homely atmosphere.”

Brightside Manor is proud to be a dementia friendly care home and décor and themes have been chosen carefully as to not agitate our residents and to enhance orientation and cognition, e.g. coloured doors, photo plaques on room doors, directional signage and themed floors.

6.2 Welsh Language

Brightside Manor is keen to promote use of the Welsh language as far as possible. None of our current residents or staff speak Welsh with a reasonable degree of fluency. However, directional signage is bi lingual. Staff members are encouraged to learn Welsh. Those willing to learn “Entry [Mynediad] Level 1” are offered financial incentive as part of our strategic plan to make active offer of service delivery in Welsh.

7. Leadership and Management

The care team is lead by our experienced Registered Manager, two Deputy Managers and the Responsible Individual. The manager, her deputies and RI conduct weekly management meetings and minutes are recorded.

The majority of care staff continue to feel confident in the manager’s ability to lead the team effectively and that their job is secure. They also commented that senior care staff and management are approachable and freely available. RI is available daily and visits the care home frequently. Staff commented that the on-call procedure is working well and senior care staff/management are easily reachable for advice/ support any time of day or night.

Feedback from staff responders show that they feel they are lead effectively by the management team, they commented that the manager and RI are hands on and available at all times operating an “open door policy”. Staff reported that the management team are approachable, understanding and open to suggestions. They feel concerns or issues are addressed promptly and effectively.

Staff feel that the training offered at Brightside supports their role and that the manager initiates training when a new health concern is raised. They commented that they enjoy the mix of in person external training, in house training as well as e-learning. Staff undergo a mixture of mandatory and supplementary training.

The registered manager creates individual training planners for each member of staff in consultation to identify their development needs. Staff are given the opportunity to ask what areas they feel they require further training during regular supervision sessions with the RM or her deputies.

Induction process for new employees has been improved in line with All Wales Induction Framework. In response to feed back staff representative is chosen quarterly and a mentor system is in place to support new care staff

Majority of the staff respondents stated that they feel valued in the work place. All care and ancillary staff are being paid the Real Living Wage as a minimum and senior staff are being paid much higher in order to retain and value our workforce as well as reward for additional responsibility and skills.

Staff have stated that they feel the quarterly staff meetings held are beneficial and a good arena to discuss issues and suggestions. They also stated that the memo system in which key information outside of resident health and well-being is effective as well as the staff What’s App group.

7.1 Staff Turnover

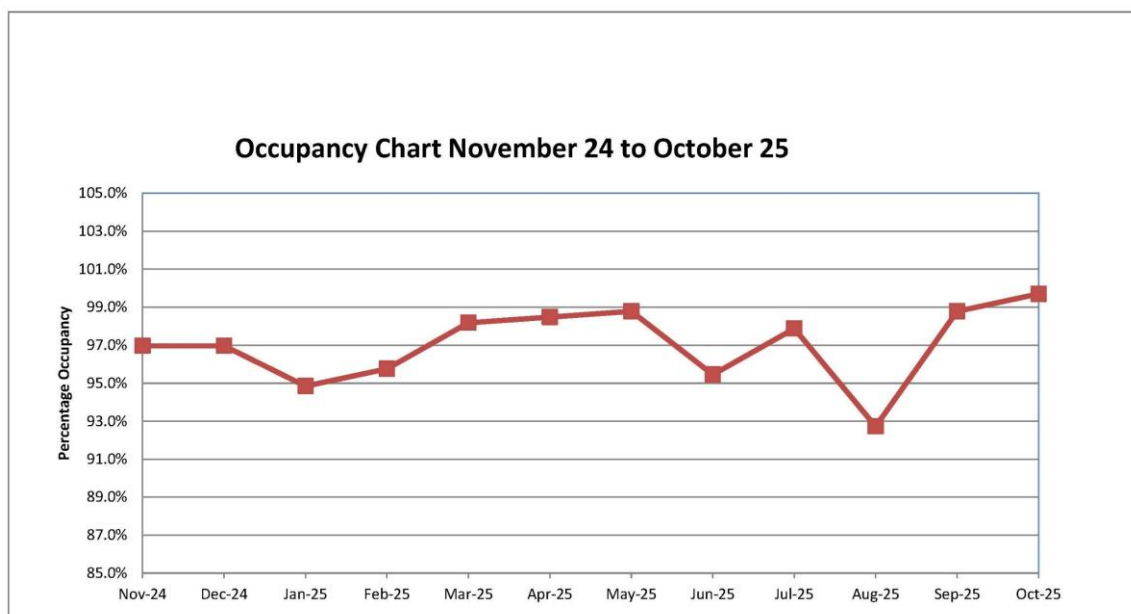
There has been no joiners or leavers since the last survey. Retention rate continues to be good and staff morale appears high. The care home sector continues to face competition from other sectors and experienced difficulty in attracting indigenous population into careering role. Brightside Manor continues to recruit highly skilled professionals from abroad. Some of our staff members have been employed with Brightside for over a decade, our longest being with us for 25+ years. This in itself reflects the support and value we place on our dedicated work force.

7.2 Complaints

We encourage and welcome complaints as a means to learn and improve our service delivery. Every resident and family are issued with a copy of our Service User Guide and Complaints Procedure at the time of admission. During the period from August 25 to February 26 there has been one complaint. This was thoroughly investigated and findings were communicated to the complainant.

7.3 Occupancy

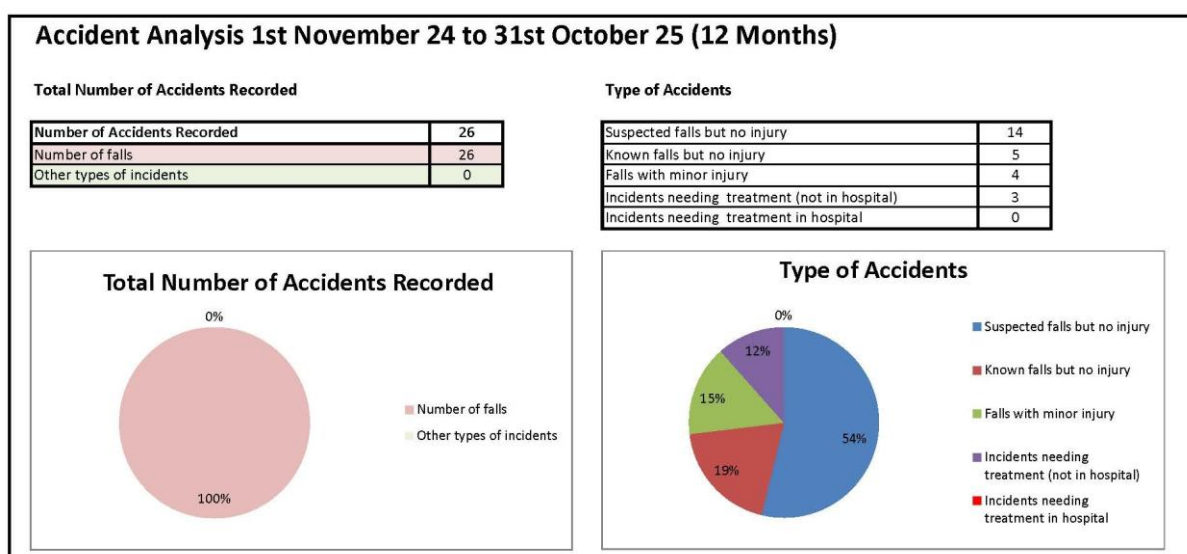
The home continues to enjoy relatively high occupancy. However, there were 14 admissions and 14 discharge during the period from November 24 to October 2025. This trend reflects on the admissions with higher complex needs entering residential care sector.



Average occupancy rate maintained at 97% throughout the 12 month accounting period is considered a remarkable achievement and a testament to the service delivery. Occupancy records are maintained and updated to correspond with the providers accounting year to help evaluate financial management.

7.4 Accident Monitoring

Accident log is regularly reviewed as part of monitoring to coincide with the Responsible Individual's statutory visits under Regulation 73 of RISCA. Records are then analysed and presented to the Board of Directors to conduct strategic reviews periodically. Encouraging trend in the continuing reduction of overall accident rate by 26% as compared to previous analysis period is happily noted. Whilst, in practice, we cannot offer one to one care to our residents, the downward trend in the number of accidents is attributed to our improved policy of rigours risk assessment and care planning which dictates the use of falls prevention aids in bedrooms. Almost half (53%) of the number of falls recorded are either suspected or unwitnessed and occurred in the residents' bedrooms with no injury.



8. Conclusions.

At Brightside Manor, we continue to deliver a high standard of care and maintain the trust and confidence of our residents and their families. Our approach to care remains consistent, adaptable, and responsive to changing needs and expectations.

The continued reduction in staff turnover, alongside the positive feedback received through staff surveys, highlights the strong link between a supported and motivated workforce and the quality of service provided. We are proud to have such a dedicated and committed team of staff.

Our priority remains the delivery of high-quality, person-centred care while nurturing a positive, well-trained, and supportive working environment for our staff as they meet the growing challenges within the care sector. Brightside Manor remains committed to leading the way in specialist dementia care.

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Responsible Individual