



# Inspection Report on

**Bridell Manor Care Home**

**Bridell  
Cardigan  
SA43 3DD**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

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## **Description of the service**

Bridell Manor is located in Bridell, near cardigan and is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide nursing and personal care for up to 37 people over 65 years of age living with dementia or mental infirmity. This can include within the total one younger adult aged between 18 and 64 years living with dementia or mental health needs requiring nursing or personal care. At the time of the inspection there were 37 people living in the home.

The service is operated by Ashberry Healthcare Limited, there is a responsible individual for the service, however; there has been no registered manager in post since 24 April 2017. The acting manager is Chris Patching; CSSIW are awaiting her application to register as the manager at the time of the inspection.

## **Summary of our findings**

### **1. Overall assessment**

People living in the home are supported by an enthusiastic staff team, however; the lack leadership, management and oversight has led to a service that does not fully meet people's individual personal care needs.

### **2. Improvements**

This inspection focussed on the concerns raised about the leadership and management of the service.

### **3. Requirements and recommendations**

During this inspection, we identified areas where the registered provider is not meeting the legal requirements and this is resulting in poor outcomes for people using the service. Therefore we have issued a non compliance notice in relation to the following:

- Bathing facilities (Regulation 24 (2) (j)): There are insufficient bathing facilities for people living in the home.
- Staff supervision (Regulation 18 (2)): Care workers are not receiving supervision within the required timescales.

# 1. Leadership and Management

## Summary

The leadership and management of the service does not always act with due diligence to address the needs of people using the service and provide the support, guidance and monitoring of care workers to enable them to fulfil their roles and responsibilities.

## Our findings

People do not have access to facilities that are appropriate and suitable to meet their needs.

We found that there were insufficient functional bathing facilities within the home to meet the personal care needs of people living in the home. Of the five bathrooms in the home only two were accessible and useable for people living in the home and safe for care workers to assist people with their personal care. The acting manager told us that there were plans to convert some of the existing bathrooms into wet rooms but could not provide a timescale for the work to be completed.

In addition, the manager told us that she had planned to use one of the existing bathrooms as a 'sensory room' and showed little insight how this would impact on the facilities that are legally required to meet the needs of the people living in the home.

We saw that a four weekly bathing chart was in use that identified with the names of people who had had a bath or shower that week written on the chart. Care workers told us that due to the lack of facilities it was sometimes difficult for people to be bathed when they wanted. Care workers also told us that due to the unpredictable nature of some of the people living in the home it was sometimes unsafe to take people in the lift to their preferred bathing facility which was located on a different floor to which they lived. This would not be the case if all five bathing facilities were functioning and offered the choice of a bath or shower on each floor.

It should be noted that during observations of people living in the home we did not see anyone who looked unkempt. Due to their communication difficulties, it was difficult to establish people's views about the lack of bathing facilities and whether it had impacted on them.

People can not be assured that staff members who support them are well supported guided and monitored to fulfil their roles.

We looked at four care workers supervision records that clearly demonstrated they were not being held within the required timescales as stipulated in National Minimum Standard 24.1 for Care Homes for Wales. During discussions with care workers they confirmed that they had not had supervision for some period of time.

Whilst we saw some positive interactions between care workers and people living in the home, it was clear that due to the lack of supervision, support and leadership the care was 'task based' rather than person centred. Evidence of this was the use of the four weekly bathing form, we saw a daily allocation sheet that identified staff who were responsible for breakfast, 'doubles up', baths and observations. We also noted inappropriate terminology being use including 'feeders', 'feed' and 'normal diet'.

All of the care workers we spoke to positively commented about working in the home and the 'teamwork' that has been developed. None of the care workers raised concerns about the acting manager, however, two did comment on the varied hours she worked and three did say that they hadn't made their minds up about the manager as she had only been in post since April 2017.

The acting manager spoke positively about the responsible individual and the senior manager. Whilst the responsible individual visited the home monthly the senior manager who line manages the acting manager had not visited the home for approximately three months.

In addition to the acting manager, the senior manager and responsible individual also have the accountability to ensure the quality of the leadership and management of the service and ensuring it meets the needs of the people within their care and the requirements of the regulations.

It can be concluded that whilst care workers feel positive about working in the home, the lack of support, guidance and monitoring by the acting manager has contributed to task based rather than person centred care being provided. The apparent lack of oversight by the senior manager and responsible individual must also be considered as the issues about the bathing facilities and the lack of supervision and support for staff should have been addressed prior to this inspection.

## **2. Improvements required and recommended following this inspection**

### **2.1 Areas of non compliance from previous inspections**

None

### **2.2 Recommendations for improvement**

This inspection focussed on the concerns raised about the leadership and management of the service. Recommendations for improvement will be considered in future inspections.

### **3. How we undertook this inspection**

This was a focused inspection following two concerns raised about the leadership and management of the service. We considered how the service was being managed, the affects on people living in the home and the support being provided to care workers and nursing staff. We made an unannounced inspection to the home on 15 November 2017 between 9:30a.m. to 3.15p.m.

The following methods were used:

- We observed interactions between care workers and people living in the home.
- We spoke to 10 care workers.
- We spoke to a registered nurse.
- We spoke to the acting manager.
- We looked at four care worker's supervision records.
- We looked at a range of documents including; bathing records, daily allocation sheets and handover notes.
- We looked at staff training records.
- We had a tour of the home which included looking at the five bathing facilities
- We spoke to a senior manager of the organisation
- We spoke to the responsible individual

Further information about what we do can be found on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)

## About the service

Type of care provided	Adult Care Home - Older
Registered Person	Ashberry Healthcare Ltd
Registered Manager(s)	Vacant since April 2017
Registered maximum number of places	37
Date of previous CSSIW inspection	23/01/2017
Dates of this Inspection visit(s)	15/11/2017
Operating Language of the service	Both
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh Language and intends to become a bilingual service.
Additional Information:	



## Care and Social Services Inspectorate Wales

### Care Standards Act 2000

### Non Compliance Notice

#### Adult Care Home - Older

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

**The issuing of this notice is a serious matter. Failure to achieve compliance will result in CSSIW taking action in line with its enforcement policy.**

Further advice and information is available on CSSIW's website  
[www.cssiw.org.uk](http://www.cssiw.org.uk)

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<b>Leadership and Management</b>	<b>Our Ref: NONCO-00005252-PSDV</b>
<b>Non-compliance identified at this inspection</b>	
<b>Timescale for completion</b>	<b>23/02/18</b>
<b>Evidence</b>	
<p>The registered person is not compliant with regulation 24 (2)(j)</p> <p>This is because there were insufficient bathing facilities available for people living in the home.</p> <p>Evidence:</p> <p>The home is registered for up to 37 people and at the time of the inspection there were 37 people living in the home. We saw that there were only two bathing facilities (a bath on one floor and a shower on another) available for people living in the home which does not meet the requirements of National Minimum Standards 35.3 for Care Homes for Older People.</p> <p>The acting manager told us that three bathing facilities were not able to be used because; one was to be converted into a wet room, and the remaining two were inaccessible either for people to use or for care workers to safely support people with their personal care.</p> <p>A tour of the home confirmed that there were insufficient bathing facilities for the number of people living in the home.</p> <p>Whilst we saw written evidence (bathing chart) of people having a bath and / or a shower this promoted 'task based care' and did not afford people the choice and flexibility of the type and frequency of bathing they would like or need.</p> <p>The acting manager also informed us that, due to some people's behaviour their choice of bathing was restricted to the floor they lived on as it would be 'too risky' to take some people in the lift to the first floor if they wanted a shower rather than a bath.</p> <p>Impact:</p> <p>People will not be able to have their assessed personal care needs fully met in a way they would prefer and that is described in their care plan.</p>	

<b>Leadership and Management</b>	<b>Our Ref: NONCO-00005261-TQWP</b>
<b>Non-compliance identified at this inspection</b>	
<b>Timescale for completion</b>	<b>23/02/18</b>
<b>Description of non-compliance/Action to be taken</b>	<b>Regulation number</b>
Care workers were not receiving supervision within the required timescales.	18 (2)
<b>Evidence</b>	
<p>The registered provider is not compliant with Regulation 18 (2).</p> <p>This is because care workers were not receiving supervision every two months.</p> <p>Evidence:</p> <p>We read four care workers supervision records; the last recorded supervisions were held on (1) 01.03. 2017, (2) 01.03.2017, (3) 01.03.2017 and (4) 10.01.2017.</p> <p>Eight care workers we spoke to told us that they had not had received supervision in the last two months.</p> <p>The acting manager told us that she had not held supervisions with care workers since she commenced in April 2017, but was in the process of developing a new supervision document.</p> <p>Impact:</p> <p>The impact on people using the service is that they are potentially put at risk by care workers who are not supported, guided or monitored in their roles.</p>	