



Inspection Report on

The Brambles

**The Brambles
Kilgetty
SA68 0RY**

Date Inspection Completed

22/02/2022

Welsh Government © Crown copyright 2022.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About The Brambles

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Bramble Bay Ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People and their families are happy with the care and support they receive. People have meaningful relationships with key workers who promote their independence and wellbeing.

People's representatives are involved in reviews and are kept up to date with any changes to care and support needs.

There are opportunities for people to do things that matter to them within the home and the community. Autonomy and choice are encouraged and supported whilst risks are assessed and managed.

Care staff are trained and in sufficient numbers to undertake their role. Management and the Responsible Individual (RI) are supportive and approachable.

There are robust audit and maintenance systems in place to ensure risks to people's health and safety are identified and addressed in a timely manner.

Well-being

People are cared for in a safe and warm environment by care workers who are knowledgeable and experienced. People are treated with dignity and respect and are able to make choices in their day to day activities. People are encouraged to choose what meals they have and are supported to prepare them independently where possible.

People are encouraged to keep healthy by care workers who support activities such as gardening, swimming and attending a gym and offering nutritional meals. One relative told us *“He goes to the gym now and they have got his weight down”*. People’s physical and mental health is monitored and promoted through appointments with health professionals when needed.

People are part of their community, some have their own mobility car and are supported to go and do what is important to them such as shopping, having a meal out or just going for a drive.

People are safe and protected from harm by staff who know the procedure to follow if they feel someone is at risk, whilst regular reviews and assessments promote independence.

Care and Support

People and their representatives are happy with the care they receive and the opportunities and activities that are offered. Some people were out attending a local Art Class on the day of the visit. A relative told us *“He does things that are good for him, things he wouldn’t do at home”*. A wide range of activities are offered in the community and within the setting which includes extensive gardens, a day centre, a summerhouse and large Jacuzzi. Some people have been supported to apply for a mobility car and this allows them to have more independence and access to the community.

Personal plans enable key workers to provide care that is person centred and contains details of how the person would like care to be provided. We saw evidence that people, their representatives and health and social care professionals are involved in developing and regularly reviewing care plans to ensure they continue to be relevant. A Social worker had written in a review *“She has come out of her shell and the staff are building such great relationships with her – the change in her life has been drastic in a positive way and it makes me smile every time I see her.”*

Daily care records are detailed and evidence that people have choices around activities, menu options and daily routines. People who are unable to communicate verbally are enabled to express their views and preferences with visual aids. Some daily care records are very detailed and person centred but other records would benefit from being more detailed. The manager agrees records kept require more consistency by staff to ensure that all care and support provided is recorded and blanket statements are not used. People are kept safe and risks are minimised by regular individual risk assessments being undertaken whilst also promoting independence. Care staff are aware of the policies and procedures to follow if they believe a person is at risk of harm.

During the pandemic and lockdown period, people were able to spend time in the extensive grounds. Care staff utilised the onsite day centre to organise activities to provide mental and physical stimulation. Now that restrictions have eased, the usual outings and trips are being arranged and tailored to individual’s needs and preferences. One relative told us *“They (staff) don’t sit on their laurels, they are always busy doing something”*.

Environment

People are cared for in a clean and warm environment. The RI ensures that the home is maintained to a safe and acceptable standard by undertaking regular checks and audits on the building, the contents and any specialist equipment that is used. Records evidenced that the Fire alarm and emergency lighting is regularly tested and Personal Emergency Evacuation Plans are in place.

A new kitchen has been installed since the last inspection and ongoing repairs and re decorating is undertaken as and when required. We saw some marks on the wall of the downstairs corridor where wheelchairs have scraped against it. The manager is addressing this and hopes to get it repaired and covered in order to protect it from future damage.

People can move around the home freely and there are large gardens outside where people enjoy spending time in the warmer weather. The garden is being developed further and a summerhouse was recently erected for people to enjoy. One relative told us that they chose the home because of the large outdoor space and gardens.

Bedrooms are spacious and people are encouraged to decorate them to their own taste and preferences. We saw personal items such as photo frames and ornaments in individual rooms.

Infection control procedures are in place and care workers use all necessary personal protective equipment when providing personal care. However the member of staff that answered the door was not wearing a mask and therefore not following guidelines. This was discussed with the manager who is addressing it to ensure staff continue to follow government guidelines. People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry and record their arrival in the visitor's book when entering.

Leadership and Management

The RI undertakes regular visits to the home and completes quarterly reports. Care staff spoken with told us that the manager and RI are approachable and supportive and commented that the manager is “*amazing*”. Another staff member said, “*It’s lush here, we are like one big family*”. Staff meetings are regularly held and one staff member told us “*people can be honest and get things off their chest*”.

The Quality assurance questionnaires seen were out of date. The manager advised that new ones had been sent out recently and she is in the process of gathering the views of the people who live at the home, their representatives and staff. This will be looked at during the next inspection.

Records and certificates on care worker’s files show that thorough checks are undertaken prior to commencement of employment.

Care staff told us that they have opportunities for training and the training matrix seen showed that staff are up to date with their training. Supervision for staff takes place regularly however staff appraisals were not up to date. The manager has been overseeing the sister home in addition to Brambles but is hoping to get up to date now that there is a deputy manager overseeing the sister home.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Date Published 04/04/2022