



Inspection Report on

Brooklands Rest Home Ltd

**Brooklands Nursing Home
Narberth Road
Saundersfoot
SA69 9DS**

Date Inspection Completed

05/12/2023

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About Brooklands Rest Home Ltd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Brooklands Rest Home Ltd
Registered places	40
Language of the service	English
Previous Care Inspectorate Wales inspection	25 May 2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People living in Brooklands receive good quality care and support from staff who are caring and compassionate. Care staff are guided by detailed and up to date personal plans. People, their representatives and professionals are happy with the support being provided through a person-centred approach.

The provider has good oversight of the service and strives to continually improve people's experiences and outcomes. Staff feel supported by the Responsible Individual (RI), the manager and each other. Representatives also feel supported. A robust recruitment system ensures staff have the necessary skills, qualifications and character to undertake their role.

The environment is clean and well maintained with ongoing improvements and updating in place. The layout supports people to move freely around the home whilst keeping them as safe as possible.

Well-being

People and their representatives told us they are happy with the care and support that is being provided. Family and friends are encouraged to visit at any time and always welcomed to the home. The provider recognises the importance of maintaining these relationships. Relatives told us how they are *'treated with kindness and compassion'* by the staff and one person told us *"They are here for me as well as my husband, they always make sure I have a seat and they offer me a cup of tea"*. We saw visitors chatting to each other, individuals, and staff members in a relaxed and friendly atmosphere.

People have a voice and are supported to do what matters to them. One person told us how rugby has always played a big part in their life, and they would go and support their local team at home matches. They are now being supported to continue this with a staff member facilitating a visit to the rugby ground where they will meet with their son to watch the game.

People's health is monitored and referrals to health professionals are made in a timely manner to ensure that people remain as healthy as possible. There are close links with the local surgery. An advanced nurse practitioner visits Brooklands once a week to assess and treat certain illnesses and health conditions, without the need for people to make an appointment and visit the surgery. The manager has also formed good links with other health care teams such as old age psychiatry and will contact the team when a person's needs change to request a review. This is confirmed by visiting health professionals. A relative told us how they were supported by staff to take their husband to a hospital appointment.

There are measures to keep people as safe as possible. Visitors are required to ring the doorbell to have access into the home by a member of staff and a signing in/out book is used. Staff receive safeguarding training and are aware of the process and procedures to follow should they have any concerns. There are designated staff who other staff can go to for advice on whistleblowing and we were told that they would not hesitate to report any concerns.

Care and Support

People and their representatives told us they are happy with the care and support that is provided. Representatives described care as 'Fantastic, Person centred and Outstanding' and described staff as 'Approachable, patient and genuine'. We saw kind and caring interactions between people and staff and people's body language and gestures showed that they are relaxed and happy. A relative said, "*It's a lovely family atmosphere, you know they (individuals) always matter, X matters*".

Personal plans are detailed, up to date and guide care staff on the care and support needs of the individual. Records evidence care staff know people well and notice any changes or deterioration in needs in a timely manner. Additional support is requested through prompt referrals to other health and social care professionals such as the Nurse practitioner or dentist. A professional told us "*They know the needs of each resident and endeavour to ensure that these needs are addressed in a person-centred manner*". Representatives told us they are kept up to date and are informed of any changes to support needs or medication. Personal plans are reviewed regularly, however it is not recorded that representatives are part of the review process. This has been discussed with the manager who assured us that this will be addressed. Daily notes are mostly detailed. A professional told us "*The notes are always well kept and informative*".

Individual risk assessments are undertaken and regularly reviewed. Risks are identified and managed to keep people as safe as possible whilst promoting independence. Medication is stored and administered safely in line with policy and national guidelines and audits are undertaken to ensure compliance. Areas for improvement are identified and acted upon.

We saw photos of activities that have been organised over the last few months and people and their representatives told us that "*There are lots of activities, they go out, there is plenty going on*". On the day of the inspection, we saw people and their relatives enjoying being entertained by a singer. A full-time activity organiser is employed and encourages people and their relatives to complete a 'This is me' document to provide details on their interests and history and activities are planned accordingly.

Environment

The environment is warm, clean and well maintained with an ongoing redecorating plan. New flooring has recently been laid in one of the communal areas. The layout promotes people's well-being and people are able to move safely around the home. The building is secure, visitors are required to ring the doorbell and wait for staff to allow entry. Some internal doors are also kept locked to ensure the safety of individuals.

There are different sections, with most people living in the main part of the home. A smaller unit and a male only unit ensures individual needs can be met with more specialised care and support being provided. People can spend time in their room or can choose from the several communal areas. There is a dining area and secure outside area which is used in the summer for events and celebrations. A sensory room provides a space for people to relax and enjoy some quiet time. There is also a large interactive table that can be used individually according to people's interests.

Bedroom doors are painted different colours to help individuals with memory issues to recognise their room. Signage also assists people with their orientation. The signage is currently in English only, signage in Welsh would assist those whose first language is Welsh. People are encouraged to have their personal belongings in their rooms and one representative told us how staff had assisted to put up pictures of their choice when her husband first moved in. Handrails along the corridors provide some assistance to people with mobility issues when walking around the home.

Maintenance issues are resolved promptly. Regular Health and Safety audits of the property are completed to ensure the safety of people living, working and visiting the service. The service is compliant with Fire Regulations and testing of fire safety equipment is up to date. Records show that moving and handling equipment is regularly tested and some equipment was being checked and serviced on the day of the inspection.

Leadership and Management

The Responsible Individual (RI) and manager have good oversight of the service and are available to staff, people and their representatives. Staff told us they feel supported and one staff member said, *"They (managers) are so supportive, I haven't worked anywhere else where I've had such support"*. A professional told us, *"I have observed excellent staff relationships, with the home manager and his deputy, both, leading by example. They have an open-door policy and welcome family and professionals alike"*. A family member said, *"They (staff) told me, we're here for you too"*.

A supportive and compassionate ethos filters from the RI and manager throughout the staff team. We were told by several representatives how pleased they are that their family member is at Brooklands and one person said, *"I was very specific where I wanted mum to go, she was on the waiting list"*. A visiting professional said, *"I would be more than happy for one of my own relatives to be placed at Brooklands"*.

The RI has systems in place to monitor and review the quality of care provided. Staff, people and their representatives are consulted and their views taken into account. This is evidenced in the detailed six monthly reports. Areas for improvement are identified to ensure the service provides high quality care and people have the best possible outcomes.

A robust recruitment system is in place and ensures staff have the skills, qualifications and character required to undertake their role. This involves undertaking identification (ID) and Disclosure and Barring Service (DBS) checks and obtaining satisfactory references. Staff receive mandatory training and more specialised training such as Dementia to ensure they can competently meet the needs of individuals. Staff receive regular formal supervision with their manager. This provides an opportunity to reflect on their practice and identify strengths and any areas for training and/or support. Staff also feel able to approach managers for advice on an ad-hoc basis. Throughout the inspection visit we saw staff, people and their representatives confidently approaching the manager and deputy manager with various queries.

Key policies looked at are up to date and reflect current legislation. Some require minor amendments to ensure they provide accurate information and advice. The Statement of purpose is current and accurately reflects the service and the care and support that is provided.

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