



Inspection Report on

Bush House Residential Care Home

**Bush House Care Home
Pembroke Road
Pembroke
SA71 4RJ**

Date Inspection Completed

01 July 2022

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About Bush House Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Blaenmarlais Care Ltd
Registered places	36
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

People who have made Bush House their home are cared for by a team of workers who value the job they do and are committed to providing people with person centred care.

Recent improvements have led to better outcomes for people, with more staff and more things for them to do. The concerns raised at the previous inspection have been addressed and resolved and people can now be confident of receiving appropriate care from workers who know them and know what is important to them.

Well-being

People are safe because care workers know what they must do if they suspect a person is at risk or is being abused. They are confident the manager will take the action necessary to safeguard people.

People can do some things which are meaningful to them. A new activities co-ordinator is in post and relatives and staff speak positively about the contribution they are making. During the inspection we saw a group activity taking place which was a sociable time for people. Those receiving care in bed also benefit from staff spending more time with them. Some people would like more access to the garden and efforts are being made to increase people's ability to move more freely throughout the home. Care workers value the greater opportunities to spend time individually with people.

Aspects of the environment are improving. Some blinds have been fitted to windows but these do not always keep out the sunlight. The manager has identified this and currently in the process of buying additional curtains. There are no malodours and some flooring has been replaced.

People receive care from workers who are motivated and feel valued. All of those we spoke with feel things are improving in the home and attribute this to the managements and the increase in staffing levels.

There are some effective governance arrangements in place and a commitment build on the improvements recently made.

Care and Support

People are supported by care workers to ensure their physical health needs are met. We observed a friendly and supportive interaction between one person and care staff as they were assisted to mobilise safely. Other friendly exchanges took place which showed a level of familiarity of fondness between people and those caring for them.

Care workers are proud that no one living in the home has any damage to their skin and confirm people are repositioned as set out in their care plan. Care workers have the training; time and equipment they need to ensure people's repositioning needs are met. People are able to shower or bath as often as they wish and the manager has set a standard of a minimum of twice a week for people who are not able to express a choice. People's personal care needs appear well met, with attention being paid to making sure people's spectacles are clean.

There is an understanding of the importance of good nutrition. Meals are mostly made using fresh ingredients and are fortified using butter and cream. Special diets are catered for. Meal times have changed, with those needing assistance having their meal at 12.15pm and those able to meet their own dietary needs, having their meals served at 1pm. Almost everyone, apart from those receiving care in bed, use the dining room for their meals. There are more staff on duty each shift and care workers have the time to assist people in an relaxed and patient way. Care workers and catering staff say these changes have had a really positive impact on people. There is less food waste, which some staff attribute to the improved timings of meals, and mealtimes are generally more sociable. Drinks are readily available in the lounges, and care workers offer drinks to those unable to get themselves a drink. Care workers told us people are more hydrated.

An activities co-ordinator has recently started work and care workers are positive about the difference this has made. In their absence, care workers said they offer some activities, and on the second day of the inspection a group of people were doing some painting together. It was a sociable time with the care worker encouraging and engaging people.

Special events are celebrated and there was a garden party for the Queen's Jubilee, with people making bunting to decorate the home and garden. Care workers said "*there is lots going on*" and they have time to spend with people individually; chatting about things and reading to people. One told us they had brought things in to help people reminisce about the war time days. A relative told us the activities co-ordinator "*has made a big difference*". One person enjoys helping in the home and this is encouraged by staff. Restrictions on visitors has been lifted, meaning individuals are once again able to see the people who are important to them.

Electronic care records are maintained. Care plans which have been reviewed are detailed and person centred. The manager told us the updating of care records is a priority. The review dates are adhered to meaning the plans are up to date. We did not find the system easy to navigate but the staff were able to assist and they have a good knowledge of it.

Records show people are repositioned in accordance with their care plans and also that people are encouraged to remain hydrated. Some people have a helpful personal profile, which sets out what and who is important to the person. The manager assured us work is ongoing to have these profiles available for each person receiving care. One relative said they had not been asked for any information about what matters to the person, and their likes and dislikes, but others said they consider care workers know the person and they have been asked for information to help with care planning.

Care workers get the information they need about people and find the system helpful. They speak about people mostly in a person-centred way, but the provider has been asked to provide additional training to workers to ensure the language used is person centred. For example, people are referred to as “*early feeds*” and “*toileting*” which is not reflective of the values of the manager.

Environment

People live in an environment which is suitable for their needs. There is a programme of redecoration with some areas completed and some work yet to be done. Some bedrooms are spacious with plenty of light and some pleasant views. People have personalised their rooms with items of furniture; photographs and ornaments. There are no malodours and care workers are complimentary about the housekeeping staff.

The maintenance worker is responsive and has a lot of experience of the home. We did not examine the maintenance records, but at the last inspection in April 2022, these were found to be comprehensive and up to date.

Blinds have been fitted to some rooms, but they do not appear to keep out much light. The RI is considering fitting curtains as well to reduce the risk of people's sleep being disturbed.

The kitchen appears well equipped and has been awarded the maximum score of 5 by the Food Standards Agency.

People have easier access to the gardens which are open more often, although the doors were locked on both days of the inspection and one person told us they are often locked. The manager told us the activities co-ordinator keeps the doors to the lounge area open when she is there, and this was corroborated by a relative. The manager is still looking for a design solution to reduce the number of locks throughout the home whilst still maintaining safety.

Leadership and Management

There are some effective governance arrangements in place to monitor quality. The acting responsible individual (RI) has met with people; their relatives and staff and written reports. A quality report has been written and this will be built upon by the manager. The RI is visible in the home and has a reasonably good knowledge of what is happening.

Morale amongst staff is good. Care workers and other staff are motivated and consider things have significantly improved at the home in recent months. One told us *"it's brilliant... 100% better"* and put this down to the change in management and also having more staff. Others told us *"it's better now... we can look after the residents more"* and *"things have got better... I feel I am giving better care"*. One care worker told us that moving to work at Bush House was the best thing they had done and how they like the satisfaction of helping people. Staff feel part of the team and appreciate having the time to give to people, knowing their colleagues understand that each person's care takes as long as necessary. Care workers say they look forward to coming to work and have a good work-life balance.

Staffing levels have increased recently and there is some ongoing recruitment. Care workers do not work excessive hours and one said *"there is always enough staff. We can sit with the residents"* adding they do not feel rushed. A member of staff is meant to be in the main lounge at all times but on one of the days of the inspection, no member of staff was in the lounge. Every member of the team we spoke with says the increase in staffing levels is having a positive impact on people living there.

The values and vision of the manager are to provide people with person centred and excellent care. Those staff who report to the manager consider her to be an effective leader. Staff told us *"she is a force to be reckoned with, in a good way"*; *"she is straight as a dye"* and *"she is good at getting things done"*. Care workers feel well supported and able to go to the manager with ideas or concerns and are confident of getting a helpful response.

We did not inspect the maintenance schedules on this occasion but met with the maintenance manager who provided an assurance the robust systems in place at the last inspection have been maintained. The lift is currently out of action and measures have been taken to ensure people who require the lift are residing temporarily on the ground floor and personal emergency evacuation plans (PEEPs) have been updated.

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

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