



Inspection Report on

Breaksea Care Home

**Breaksea Residential Home
The Square
Porthcawl
CF36 3BW**

Date Inspection Completed

09/08/2023

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About Breaksea Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	breaksea residential homes ltd
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	15 February 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive good care and support from a friendly staff team, who can anticipate their needs. We saw positive interactions between care workers and people living at the service. There is an activity coordinator who works at the home two days a week; however, care workers struggle to spend meaningful time engaging with people on a day-to-day basis as the increasing needs of some people have placed them under additional workload. Personal plans and risk assessments are completed with relevant information and reviewed regularly. Referrals are made to external health and social care professionals when needed.

Fire safety in the home has improved, and progress has been made with organisation and storage of items. However, there is still further improvement required to ensure people remain consistently safe in their environment. Care workers are suitably trained and supported in their role. The manager and deputy manager have oversight of the events occurring in the service. There are quality assurance processes in place and the Responsible Individual (RI) completes monitoring visits as required.

Well-being

People are supported to make choices about their day to day lives. Care workers initiate conversations with people but told us they would like more time to be able to engage with people in a more meaningful way. People gave us good feedback about the care they receive. They told us: *“the staff all love me, they will do anything to help me”*, *“it’s good here, I like it”*. People have a choice of food for all meals, and dietary requirements are catered for. One person told us: *“the food here is good, they check all my meal options with me beforehand because I’m a vegetarian”*. There are activities held in the home by the activities co-ordinator who works in the home two days a week. There are fewer things for people to do on the days the activities co-ordinator is not there.

There are some measures in place to safeguard people from harm or abuse. Care workers have completed required safeguarding training. There is a safeguarding policy and whistleblowing policy which offers guidance to staff if they feel they need to raise an issue. Care staff are safely recruited and vetted before starting in their roles.

Most people appear settled in the home environment. There are a variety of communal areas and people’s individual rooms that they can choose to spend time in throughout the day. There has been progress made in fire safety and the organisation of items that need storing in the home, however further improvement is required to ensure that hazardous objects are not accessible and there is appropriate use of communal areas.

Care and Support

People receive care and support from care workers who are friendly and want the best for them. Care workers told us: *“our residents are our priority”, “we have some really good relationships with people here”*. There is sufficient information given in personal plans and risk assessments to enable care workers to be able to give people the right care at the right time. Daily notes and handovers contain details about day-to-day events with people that should be incorporated into personal plans and reviews. Reviews are completed regularly.

The service works with multidisciplinary agencies to keep people as healthy as possible and ensure they can meet their care and support needs. There are some people living in Breaksea whose needs have increased due to a decline in health, and the manager said she has difficulty in getting the required reassessments or alternative placements arranged for them. Therefore, additional pressure is placed on care workers to continue to meet their increasing needs as well as continuing to maintain the level of support given to the other residents in the home. Medication is stored securely and appropriately and is administered as prescribed. The deputy manager oversees medication audits and competency assessments.

There are infection control processes in place to prevent cross contamination and promote good hygiene. We observed domestic and laundry staff completing cleaning duties throughout the day. On the day we visited, the home was clean. There is an infection control policy in place to provide additional guidance with staff should it be required.

Environment

The provider has addressed risks to people by improving fire safety at the service. At the time of the last inspection, there was a scaffolding pole preventing one of the fire exit doors from being fully opened and we informed the provider this required urgent attention. At this visit, we saw that the scaffolding pole had been removed. In addition, action had been taken in response to a South Wales Fire and Rescue service inspection, which had identified areas to be addressed. This has improved many aspects of fire safety in the home.

Some progress has been made in the organisation and storage of items at the service, reducing hazards and obstacles and improving the homely feel of the environment. However, we found some sharp gardening tools left in between an unlocked internal door and external door, which could be accessed by people who are independently mobile. At the last inspection, we observed the hairdresser using the communal lounge instead of a separate room, with an internal screen put up that was not always stable. During this visit, we were advised that this is ongoing, and not only does it pose a risk from people walking back and forth the lounge, but it is also more difficult to wash people's hair and for them to have a calming experience whilst having their hair done. This therefore remains an area for improvement and will be followed up at our next inspection.

There is a maintenance person who works between Breaksea Care Home and their sister home. Checking and servicing of facilities and utilities is completed as needed to ensure they are safe and fit for purpose. There is a dining room, a conservatory and two lounges where people may spend time in if they wish. Bedrooms are personalised, with people's photographs and ornaments. There is an outside area which can be used, and the home is very close to the beach.

Leadership and Management

Care workers told us they enjoy working with the people living in Breaksea, however do feel under pressure due to the increased needs of some people as their health has deteriorated. They told us: *“we’re a good team, everyone gets along”, “it’s very busy here, especially in the mornings”, “there are a lot of people that need much more of our time now, we get less time to do things with people”*. The manager advised that they are in constant contact with social services and health services to get reassessments for people who may require nursing care. Care workers report confidence in the manager: *“[the manager] is very open, I would go to them with any problems or safeguarding worries”, “[the manager] will step in to help if needed”*.

Care workers are safely recruited and vetted prior to starting their job roles. We sampled some staff personnel files and saw they contained all the required information as well as evidence of recent disclosure and barring (DBS) checks. Care staff are appropriately trained and supported in their roles. We saw that almost all staff have completed both mandatory training and training specifically tailored to the needs of the people they support. The manager advised that there was a disciplinary process in place for care staff who do not attend booked training sessions and do not complete their online training. The manager also keeps a supervision matrix, to ensure care staff have regular one to one supervision sessions where they can discuss their professional development.

The Responsible Individual fulfils their quality assurance responsibilities. They visit the service regularly, formally recording monitoring visits on a quarterly basis. The manager has good oversight of the service and discusses any issues with the RI as and when needed. Care staff and people living at the service know the RI and speak with them when they come in. There are documents available to inform people about the service and what they can and cannot provide.

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
57	The provider is not reducing risks to health and safety	Achieved

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
44	Some environmental hazards created from inappropriate storage of items and use of communal space.	Not Achieved

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