



Inspection Report on

Brocastle Manor Care Home

**Brocastle House
Bridgend
CF35 5AU**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

22 October 2021

22/10/2021

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About Brocastle Manor Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Hafod Housing Association Ltd
Registered places	80
Language of the service	Both
Previous Care Inspectorate Wales inspection	11 November 2021
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive support from care workers who are kind and committed and familiar to them. Staff and residents have positive relationships and staff understand the needs of the people they care for. However, management need to improve communication and raise morale within the staff team. People have accurate and up-to-date personal plans that detail their individual care needs. People are satisfied with the meals served at the home. Staff follow current guidance relating to Covid-19, this includes using the correct personal protective equipment to keep people safe. The service needs to increase the frequency of individual supervision offered to staff. Recruitment arrangements are safe and care workers have access to a programme of training and development. There are measures in place to protect people from harm and abuse. Governance and quality assurance arrangements are strong and enable the service to reflect and develop.

Well-being

People are supported to have control over their day-to-day life. Care documentation within the service is informative and up to date. Care plans are person centred, detailed and clear to follow. Care staff and nurses have a very good knowledge of people and are therefore able to notice any changes quickly and respond promptly. People remain as healthy as they can be due to timely referrals to healthcare professionals and effective administration of medication. Menus look nutritious and meals look of a good standard with adequate portions. People living in the home and their relatives told us they were very happy with the care provided at the home. The statement of purpose and service users guide are available to individuals or their representatives. Individuals can access independent advocacy services. The service offers opportunities to take part in regular activities.

People at Brocastle are safe and protected from abuse. A robust recruitment process ensures care workers are suitability for their roles. A rolling programme of training and development ensures care workers possess the skills and knowledge to deliver quality care. Care workers have access to policies and procedures that underpin safeguarding practice and are aware of how to report concerns. Medication is stored and administered safely as prescribed. Governance arrangements give the management oversight of incidents, accidents and safeguarding matters. Infection control measures including the use of personal protective equipment (PPE), up-to-date guidance and regular Covid-19 testing reduce the risk of cross infection.

People live in suitable accommodation, which supports and encourages their well-being. Brocastle is a safe environment that is secure and permits authorised visitors only. The home is clutter free, care staff and management reduce hazards as far as practically possible. People's rooms contain personalised items of their choice and are suitably furnished. Bedrooms include facilities, which encourage independence and provides a private space to use if they wish. Relevant health and safety checks are completed.

Care and Support

Personal plans identify people's current care needs. We examined people's care files and saw they provided up to date clear information on the individual's needs. Personal plans in place cover areas such as personal care, diet and nutrition, communication, cognition, behaviour and mobility. We found detailed risk assessments are completed. We saw care workers stimulating and interacting with people throughout the inspection. People have good access to a range of health care professionals such as district nursing teams, GP, opticians, dentist and chiropodist who visit as required. All visits are recorded and any treatment or changes documented by staff. Meals are freshly prepared and we found that meals are well presented and served efficiently. Improved daily charts such as daily personal care, repositioning, food, and fluid charts evidence care given.

People living at the service receive their medication as prescribed. The service completes checks, which ensures medication is stored at correct temperatures, and therefore remains effective. Medication audits ensure staff maintain good practices and identify any areas of improvement. A sample of medication records we saw contained no gaps or errors; medication is stored safely in a locked facility and controlled drugs and stock checks managed effectively.

There are safety systems to help limit risk to people, such as key fob secured doors and a sign in book for visitors on arrival. Staff have up to date safeguarding training, those we spoke with all confirmed they would raise any observed poor practice and understand how to raise a concern. People living at the home said they felt safe and well looked after. There are policies and procedures to help keep people safe that are reviewed to ensure they remain current.

People experience warmth and kindness. We saw care staff treat people as individuals. They are very attentive and respond to people's different needs with appropriate levels of prompting and support. People look relaxed and comfortable in the presence of staff. Staff speak in a friendly, caring and respectful way and people respond positively. Relatives told us "*dad seems happy and well looked after*" and "*She's well looked after*". We witnessed positive interactions during the inspection and saw care staff supporting people in a dignified manner.

Environment

People residing at Brocastle are cared for in an environment that supports their wellbeing. The home is set in its own extensive grounds on the outskirts of Bridgend. It is a purpose built home on two levels and provides personal and nursing care for up to 80 individuals. We saw residents had their own rooms that were personalised with items that were important to them, such as photographs and furniture. We saw that there were a number of communal areas on both floors of the service providing adequate space for residents to engage with each other, take part in activities and meet with visiting relatives and friends. These communal areas included a 'bar' and a 'café'. Corridors in the home were wide, airy and obstruction free making it easy for residents, staff and visitors to navigate their way round. All communal areas and other rooms such as medication rooms and storage rooms carried bi-lingual signage stating their use. The kitchen and laundry were on the lower floor of the home. We noted that the kitchen had a current 5 rating from the Food Standards Agency.

The service maintains appropriate safety checks. On arrival, we found the entrance to be secure, COVID tests and temperature checks ensured we were healthy to access the home. We found access to high-risk areas such as the laundry room and kitchen are secure. Maintenance records confirm the routine completion of utilities testing. We found the auditing and servicing of manual handling equipment, and fire safety tests and drills completed. Personal evacuation plans are in place so care workers understand the level of support people require in the event of an emergency. Substances hazardous to health are stored safely and there are no obvious trip hazards.

The service maintains good standards of hygiene and infection control. We found the home to be clean and hygienic throughout. All staff follow current Public Health Wales (PHW) guidelines, and appropriate personal protective equipment (PPE) was being used throughout the home during the inspection. Infection control audits are undertaken.

Leadership and Management

Appropriately recruited and trained staff, care for people living in Brocastle. A robust recruitment process demonstrates care workers have the appropriate skills, qualifications and good character to undertake their role. Care workers' recruitment records contain all of the required information including Disclosure and Baring Service (DBS) checks and references from previous employers. When commencing employment, new care workers complete a probationary period where they have an induction and the opportunity to shadow experienced members of the team. This process helps to safeguard people by ensuring new employees are suitable to work with vulnerable people. From supervision records we viewed, it was evident that staff had not received supervision in line with regulatory requirements. This meant there was insufficient opportunities for them to reflect on their practice, discuss any issues and ongoing development needs. Staff spoken with indicated they did not always feel supported in their roles but that recent changes in management have started to address this. We notified the provider that they were not meeting legal requirements and we will follow this up at the next inspection.

People can access information to help them understand the care, support and opportunities available to them. The statement of purpose and service users guide accurately describe the current arrangements in place regarding the service's accommodation, referral and admission process. In addition, the type of care and support available and ways in which it is working towards providing a Welsh language service provision. The statement of purpose also includes details of the service's supervision and training arrangements for care and nursing staff.

There are systems and processes in place to monitor, review and improve the quality of care and support provided. Information about the quality of care is gathered and reviewed for improvement purposes. We found overall, people, family and professionals give positive feedback about the care provided. Staff told us that regular staff shortages affect morale. Management recognise the recent staffing issues. There is an ongoing staff recruitment programme, agency staff are used and communication has improved. There have also been new recruitments within the senior management team. At present the manager and responsible person are both on long-term sick leave. The provider has put interim arrangements in place, both of whom are very familiar with Brocastle. The service appropriately notifies relevant regulatory bodies and statutory agencies, when there are concerns and significant events, which might affect the well-being of individual's receiving care.

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
36	Not all staff have received regular supervisions	New

59	Supplementary documentation needs to be completed in more detail.	Achieved
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