



# Inspection Report on

**The Rookery Care Centre**

**The Rookery Residential Home  
Queen Square  
Ebbw Vale  
NP23 6EF**

## **Date Inspection Completed**

12/09/2023

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## About The Rookery Care Centre

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Rookery Care Ltd
Registered places	41
Language of the service	English
Previous Care Inspectorate Wales inspection	16 December 2020
Does this service promote Welsh language and culture?	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 or culture.

### Summary

People receive good quality care from care workers who know them well. The service is committed to enhancing people's quality of life and to ensuring they are supported to achieve their goals. People are supported to be healthy and as independent as possible. A varied programme of activities is available. People have choices and receive their care in their preferred way. Robust staff recruitment practices are in place and ongoing support to care workers employed at the service is provided. There are strong arrangements in place regarding the daily management and oversight of the service. There is a maintenance plan available which records what refurbishment is required and the timescales for completion.

## Well-being

People can do things that matter to them and they enjoy. Care workers build relationships with people by spending time with them, seeking their views and preferences on an ongoing basis. Staff understand and are responsive to people's preferences and preferred routines and the support provided reflects this. People can choose what to do and where to spend their time. Unrestricted visits from relatives and friends take place, and some trips outside of the service happen in small groups. The service strives to ensure people have as much choice and control over their daily lives as possible.

People are supported to remain as healthy as possible. Stimulating activities and good relationships with care staff help to support people's emotional health. Appointments with health and social care professionals are arranged for regular checks or when individual needs change. Sufficient equipment is in place to ensure people are supported appropriately to maintain their independence and safety.

People are protected from abuse and neglect as care staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Care staff are trained in safeguarding and have clear policies and procedures to guide them. Well established protocols protect people from having their freedom restricted unnecessarily, and detailed risk management plans help to keep people as safe as possible.

People live in a suitable environment which meets their needs. People can choose to spend time communally or privately. The service is clean, homely and welcoming. Bedrooms reflect people's identity and clearly represent individual preferences. The service is committed to ongoing maintenance and refurbishment and improvements required are recorded in the maintenance plan. There is access to a safe and pleasant garden area. Health and safety checks are in place to ensure the building is safe.

## Care and Support

People are content, and are supported to have choice and control over their daily lives. Staff are kind and caring and provide support as recorded in personal plans. Staff demonstrate a clear understanding of individual needs and preferences. Choices are available regarding activities, menu options and daily routines. We saw care staff know people well and understand people's preferences. Staff told us they strive to deliver support to people in the way which matters most to them. Personal plans are comprehensive and detailed which enable care workers to provide appropriate support. The outcomes people wish to achieve are recorded and supported is provided to achieve their outcomes. Personal plans are reviewed with people, at the required intervals, and updated when changes are identified. Feedback from people living at the service and their representatives is positive. One person told us *"The service is good, the staff are kind and approachable"*. A representative told us *"They (care workers) are marvellous, X is in good hands"*.

People receive appropriate support which enables them to remain as healthy as possible. Care staff take a proactive approach to ensure people remain healthy. Discussions held with health and social care professionals are documented and their recommendations are followed. A range of activities are provided which helps to enhance people's sense of well-being. We saw people participating in a group karaoke session, arts and crafts and gentle exercises. One person told us *"there is always something going on"*. People are consulted about the type of activities available and can choose to take part or not.

Staff ensure people are as safe as possible by adhering to clear policies and procedures and take swift action when needed. There is a safeguarding policy available and care workers receive appropriate safeguarding training. Records show management deals promptly and appropriately with incidents which could affect people's well-being. Detailed and comprehensive risk assessments are used to manage known risks to people's safety. Steps are taken to ensure any restrictions placed on a person's liberty are made only in their best interests. Written information about people's capacity to make decisions, decisions made in their best interests and deprivation of liberty safeguards applications are completed appropriately.

Safe medication systems are in place. There is an appropriate medication policy in place and staff complete medication training. Medication is stored securely, and medication administration records (MAR) are used appropriately. The manager completes monthly comprehensive medication audits, which considers the effectiveness of the medicine management arrangements in place. Appropriate action is taken in response to any areas identified as requiring improvements.

## Environment

The layout of the service helps to support people to achieve their personal outcomes. The service is located over two floors and has keypads in place to help keep people safe. The service is friendly, homely and welcoming and the main entrance is secure. Our identity and reason for our visit were checked prior to admission. There is sufficient space for people to spend time together in communal areas and privately and people are encouraged to choose where they wish to spend their time. People's bedrooms reflect their taste and interest. We were told the re-painting of individual bedrooms has been prioritised. Improvements to the garden area have recently been completed and people are supported to spend time outside. Sufficient seating and umbrellas are provided and we saw some people choose to take their lunch-time meal in the garden.

Arrangements are in place to ensure people live in a safe environment. Risks to people's health and safety are identified and managed. Routine health and safety checks are conducted and where issues are identified these are appropriately addressed. There are effective arrangements in place to ensure maintenance issues are reported and dealt with promptly. Ongoing investment is made to the premises to ensure it's comfortable and meets people's needs. The recommendations following a recent Fire Officer's report have been addressed. Individuals living at the service have appropriate personal emergency evacuation plans (PEEP) in place and these have been reviewed and updated. Copies of PEEPs are easily accessible in a separate file should these be required in the event of an emergency. Electricity and gas safety checks take place. An up-to-date fire risk assessment is in place, and written documentation of fire drills are recorded.

## Leadership and Management

People are provided with accurate information about the service. There is a comprehensive and detailed statement of purpose (SOP) in place which describes how the service is provided. This helps to support people to choose a service which is able to meet their needs.

Strong and effective management of the service is in place. There is a regional manager who visits regularly and works with the manager at the service. Arrangements are in place to assess the quality of support available and ensure the service is compliant with regulations. The manager is experienced and has worked at the service for several years. They know people well and are passionate about providing a good quality service. We saw documentation which demonstrates there is good oversight of the daily management of the service. We were told management are visible and approachable. People know the manager and feel at ease talking with them. People living at the service, their representatives and care workers have regular opportunities to feedback their views in order to influence the ongoing development and improvement of the service. A newly appointed responsible individual (RI) visits regularly and has effective oversight of the service provided. Reports demonstrate the provider considers how well the service meets people's well-being outcomes and the quality of the support provided.

People are supported by staff who are appropriately trained and feel valued. The provider conducts the necessary suitability checks when recruiting staff. New staff receive an induction in line with the requirements of the social care workforce regulator Social Care Wales (SCW). The service keeps appropriate records which demonstrates staff are registered with SCW as members of the social care workforce. Some newly recruited staff members are working towards their registration. Most staff have worked at the service for extended periods of time, but recruitment into social care remains challenging and the service uses agency staff to cover some shifts. This ensures staffing levels remain appropriate. Staff receive an extensive training programme relevant to their roles and refresher training is available. The service demonstrates commitment to ensure training is completed promptly. Personalised supervision is provided to staff at regular intervals, and annual appraisals take place. Most staff are complementary about working at the service, are happy in their roles and feel appropriately supported. One care worker told us *"it's a nice place to work"*. Another stated *"staff really care, the manager is very supportive"*.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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**Date Published** 24/10/2023