



## Inspection Report on

**The Rookery**

**The Rookery  
School Hill  
Newcastle Emlyn  
SA38 9LL**

## **Date Inspection Completed**

25/06/2024

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## About The Rookery

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Bramble Bay Ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	16 December 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

People and their representatives are very happy with the person centred care and support they receive at The Rookery. There is an emphasis on ensuring people have a voice and are able to have as much control as possible over their daily lives. Independence is encouraged and there is an empowering ethos. Opportunities are provided for people to do what they choose within the setting and the local community.

The Responsible Individual (RI) and manager have good oversight of the service and staff feel supported and valued. Arrangements are in place to ensure the quality of care and support provided is monitored and reviewed to ensure people have the best possible outcomes. There are safe and thorough recruitment systems in place.

The environment is well maintained and there is an ongoing program to redecorate and update areas of the building. Standards of cleanliness and hygiene are good and there are measures in place to ensure environmental safety.

## Well-being

People have choice and control over their day to day lives at The Rookery. During the inspection visit people told us their current plans and how they like to spend their day at the setting and in the community. People are encouraged to make their own decisions and plans. One person was looking forward to planning their next holiday. Care staff support people to make choices and use several ways of communicating when people are unable to verbally express their wishes. One staff member said, "*They will show me if they don't want to do something and will choose their own toys. Today they took 15 minutes to choose a DVD to watch*".

People are empowered to do as much as they can for themselves. They choose and prepare their meals whilst being guided and supported to eat healthily. Independence and daily living skills are promoted. Care staff support people to keep their rooms clean and tidy but respect their choices on how they want things set out. We saw people's bedrooms are personalised with items of their choice and decorated to their own taste.

There is a homely and relaxed atmosphere at The Rookery and people feel they belong. One relative told us, "*X loves the house and the staff members she sees as family*". The importance of maintaining links with family and friends is recognised and people are supported to do this. Care staff provide transport and support to ensure individuals can visit people who are important to them. We saw positive and caring interactions between people and care staff. People appeared relaxed and at ease with care staff suggesting that they have a trusting working relationship with them. Personal plans provide detail on how privacy and dignity is to be maintained.

People are respected for their individuality and their cultural beliefs and values. The service provides the 'Active Offer' of the Welsh language which means providing opportunities to use Welsh without having to ask for it. We heard care staff conversing in Welsh with an individual and some documentation is available in Welsh. People can watch Welsh television programmes if they want. A relative said, "*They are happier with Welsh and they make sure they hear Welsh, there are enough Welsh speakers there for that*".

People are protected from harm and abuse. Staff are clear on their role and expectations to report any safeguarding concerns they have and are confident managers would respond appropriately. There is a system for ensuring the safe storage and administration of medication. Monitoring of the building and regular testing of the equipment used ensures the environment is safe and risks of accidental injury to people are minimised.

## Care and Support

People and their representatives told us they are happy with the care and support they receive and one relative said, *"We are really pleased with the care that 'X' receives in the Rookery. They are always happy and clean when we visit, and is looked after extremely well, they always have dedicated staff happy to help however they can"*. Care staff are trained and experienced and have got to know people well. Individuals who are unable to express themselves verbally are supported to communicate in other ways. Care staff use pictures, sign language and are able to read facial expressions, body language and gestures to gain people's views and wishes about how they are feeling.

Changes in people's presentation and needs is noticed early and timely referrals are made to health and social care professionals to ensure people receive the correct care and support when they require it. A relative told us, *"Some staff leave but there are enough permanent staff who have been there long enough to know 'x' and they interact and communicate well with them considering their needs"*.

Person centred plans are detailed and records around care are completed and signed by care staff to evidence they have read and understood them. Personal plans give clear guidance to care staff on how to deliver care and support and are tailored for each individual according to their specific needs. People's involvement in creating and reviewing personal plans is evidenced and their preference on what they want support with and how this is to be achieved documented. Daily recordings are detailed and provide an account of the care and support that has been provided with a section on the positive aspects of the day. Risk assessments are in place to enable people to do what they want but keeping them as safe as possible. We saw evidence of Best Interest decisions being made in line with legislation and people being represented when making more complex decisions. Staffing levels ensure people are able to safely access the community and activities of their choice. Records show the wide range of activities that people choose to do. A relative said, *"They are looking for activities for him all the time. They take him swimming once a week. Before, in other homes, they would ask us what he liked to do but it never came to anything. In the Rookery they actually do it"*.

## Environment

The environment is clean, safe and well maintained. There is evidence of ongoing maintenance and decorating. Regular audits and checks are undertaken of the building and its contents to ensure it remains safe for people living, working and visiting The Rookery. Since the previous inspection improvements were visible both inside and outside. The décor of some areas such as the pantry have been improved following an Infection Prevention and Control (IPC) inspection to minimise the risk of infection and cross contamination. There are systems in place to ensure the safe storage and Control of Substances Hazardous to Health (COSHH). There is a fire risk assessment and other fire safety features that include the ongoing maintenance of firefighting equipment and routine servicing of fire alarm and emergency lighting systems.

The environment is suitable for people's needs and developed to improve their well-being. People are supported to decorate their rooms as they wish and have their personal belongings around them. There is a large communal lounge and kitchen. In addition to individual bedrooms in the main house, two separate flats in the 'Coach house' provide individuals with a greater level of independent living to support their needs. Individual's living in the separate flats are welcomed to use the communal areas in the main building and will spend time socialising and preparing their meals there as part of the larger group. Between the main building and the Coach house a patio area with garden furniture offers an outside area to relax. A lawned area provides an additional outside space for people to enjoy in the warmer weather. A trampoline has been provided and there are plans to develop this area further with additional seating. A sensory room is being developed in the main building.

The location of the home supports people to engage in the local community and allows for easy access for visitors. The building is secure and visitors are required to be let in by a staff member following checking their identity and are expected to use the signing in book. The setting is close to the town and people are able to use the local amenities. One person told us they volunteer in a local shop, fostering a sense of belonging in the community.

## Leadership and Management

There is effective oversight of the service by the RI who works collaboratively with the manager. Systems are in place to assess and improve the quality and safety of the service. Audits of records such as Medication Administering Records (MAR) and care records are completed by the manager on a regular basis to ensure issues are identified in a timely manner. This information is analysed by the RI during their quarterly visit and forms part of their monitoring process. The RI will undertake additional audits during their quarterly visits to analyse the care and support provided. People, their representatives and staff are also consulted and their views considered. Information gathered from the visits is reviewed and the RI generates a report, recording actions to be completed within a timescale. This is followed up and checked at the next visit. There is a commitment to continue to improve outcomes for people. One relative said, *“We couldn't wish for any more for 'X', I would highly recommend the Rookery to anyone”*.

Care workers receive appropriate support from senior staff and the manager. They spoke positively about the manager and RI and told us they feel supported and are confident that any issues raised will be responded to appropriately. One staff member said, *“They (RI and manager) are very supportive and forthright. They always ask ‘how are you, are you ok?’ They are very understanding”*. Staff receive one to one supervision sessions which provides an opportunity to discuss any concerns, identify areas of strength and any areas for further training and development. In addition, records show that care staff are encouraged and supported to raise any concerns or issues they may have in between the planned supervision sessions so they can be addressed straight away.

Care staff are safely recruited. Prior to commencing employment, the required checks are undertaken and suitable references obtained. Care workers hold up to date Disclosure and Barring Service (DBS) certificates and are registered, or in the process of registering, with Social Care Wales (SCW), the workforce regulator. Care staff receive an induction and shadowing shifts prior to starting with ongoing mentoring from more experienced staff members. Records relating to training and development show the service is largely compliant with its training requirements with all care staff having completed key training such as Safeguarding and Whistleblowing. Staff feel valued and appreciated. Additional staff have recently been recruited enabling staff to have every other weekend off to have a positive work/life balance and to ensure there is cover during sickness and annual leave.

We viewed a sample of the main policies which were up to date with the relevant information available to people and staff. The Statement of purpose accurately reflects the service.

### 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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