



Inspection Report on

Bush House Residential Care Home

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

Date Inspection Completed

08/05/2024

Welsh Government © Crown copyright 2024.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk You must reproduce our material accurately and not use it in a misleading context.

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	13 April 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People who have made Bush House their home receive good care from a team of motivated staff. The staff team is led by an experienced manager who has the respect of those who work in the service as well as people and their representatives. The manager is, in turn, supported by a Responsible Individual (RI) who is very visible within the service.

People's individual needs are met, and detailed and up to date records inform and drive care and support.

Representatives have a high level of confidence in the service and feel their decision to choose Bush House has been a good one, and said they would definitely recommend the service to others.

Well-being

Individual's well-being is enhanced because of the environment, which is clean and in good decorative order. There have been many improvements in the last couple of years and people can move freely throughout most of the service without restriction.

People are safe and protected from abuse, harm and neglect. All staff know their responsibilities in relation to safeguarding and are certain the manager would deal with any concerns raised and take any actions needed to safeguard people. Staff have training in safeguarding. The front door is kept locked and the gardens are reasonably secure.

Care workers understand they are working in people's home, and therefore visiting is flexible with visitors appreciating the welcome and hospitality they receive. Relatives meetings are held where they are encouraged to raise their ideas for the service to continue to improve standards. Care workers respect people's privacy, knocking before entering their rooms and trying to create as homely an environment as possible.

The relationships people have with those who care for them is very good. Care workers, and other staff, know people well, and interactions are friendly and relaxed. One care worker skilfully and discretely managed and diffused a situation showing they know people well and are sensitive to people's needs. One representative said "*the staff are absolutely amazing... I can't fault them*" and another said "*they treat X as if they are one of their family*".

Well-being is increased because people can do some things they enjoy and are important to them. But there are opportunities to offer more in the way of engagement and activities and the new activities co-ordinator will mean there is more time available for this engagement.

Care and Support

People who have made Bush House their home are treated with dignity and respect. Interactions between people and those who care for them are friendly and relaxed, showing a rapport has been built. Representatives say workers “*definitely*” know people, and know what and who is important to them. Visitors feel welcome and receive good hospitality, with one saying how they have “*a bit of a joke*” with the team.

Care records are comprehensive with each person having a helpful and detailed personal profile. There are care plans for a range of areas including communication; personal care; mood and mobility. Care workers find the records helpful and have time to read them. Entries are made electronically meaning they are a contemporaneous record.

People can do some things they enjoy or are important to them. An activities worker is employed with a new worker starting imminently. Activities include colouring, card games and music. Some therapy dogs visit and this is something people really enjoy. Some help with folding laundry if they are able and wish to do so. Some people think there is enough going on in the way of activities but others think more is needed, with one person saying they do get “*bored*”. Records show evidence some people take part in mainly group activities.

People’s physical health needs are met. Referrals are made to professionals as necessary. During the inspection an optician was in the service as were other health professionals. They described having a good relationship with the service but think earlier referrals are needed in some instances.

Care workers can recognise signs of skin pressure damage and have the equipment they need to reduce the risk of pressure damage. One representative said a person who is receiving most of their care in bed has a “*lovely air mattress*” and said care workers look after the person very well. The pressure relieving equipment, together with regular repositioning means peoples’ pressure area care needs are met. Care workers know who to report any concerns to and describe the support they get from the local district nurses as good. Care records show repositioning is carried out as set out in care plans and the manager is alerted if this task is not completed as an added safeguard.

There is an understanding of the importance of good nutrition. Most meals are made using fresh ingredients and special diets, and special events, are catered for. There is a choice of main meal and people are shown both the options to help them make an informed choice. Cupboards are well stocked, and food is available outside mealtimes. The catering team are generally satisfied with the quality of ingredients and are hoping to use a local butcher going forward.

Care workers views of the food are mixed with one describing it as "*not bad*" and another said they "*loved*" the meals. People, and their representatives are wholly complimentary, with one person saying "*The food is better than most restaurants*". People are encouraged to use the dining room to enhance their experience, but individual choice is respected if they choose to eat in their own room.

Environment

People live in a service which is suitable for their needs. Accommodation is over three floors and there is a lift for people to use if needed.

The property retains some original and attractive features and the large windows mean there is a lot of natural light in both the communal areas and a number of the bedrooms.

The programme of maintenance and refurbishment is ongoing, with new bathrooms, and some bedrooms have recently been decorated. There are plans to replace some carpets and decorate more bedrooms as part of a rolling programme.

The service is clean and there are no malodours. Housekeeping staff feel part of the team and take pride in their work. They have the equipment and products they need to carry out their duties.

There is good attention to detail throughout, with matching bedding in bedrooms, and a number of chairs have been replaced in the communal lounges.

People personalise their rooms with photographs, ornaments and soft furnishings. Because of the age of the property, bedrooms differ in size, but all have room for an armchair if people prefer to spend time in their rooms.

Some padding over bedrails is worn and the manager confirmed replacements are on order.

The kitchen has a rating of three from the Food Standards Agency. This means the area was found to be "generally satisfactory". Some remedial work is needed to the flooring. The kitchen appears clean and well organised and the catering staff have the equipment they need for their work.

The maintenance worker has robust processes in place to make sure equipment and services are regularly checked and in good working order. These include checks on water temperatures; fire safety equipment and equipment used by individuals.

Leadership and Management

There is a high level of confidence in the manager who is very visible throughout the service. Care workers and other staff feel things in the service are continuing to improve under their leadership and a representative described them as “*a very good manager*”, appreciating how responsive and open she is.

There are some effective governance arrangements in place to monitor quality. The Responsible Individual (RI) visits regularly and spends time with people and staff to get their views about the service. A Quality of Care report has been written which identifies what the service considers are their strengths and also where improvements are needed.

Staff are appointed following a safe recruitment process. Files are well organised and easy to navigate. They contain the required information including up to date security checks and references.

Care workers consider they have the training they need to safely and effectively carry out their duties. The training matrix shows most training is up to date and covers a range of areas including safe moving & handling; dementia care; oral care and food hygiene. Representatives find workers to be skilled.

Supervision is carried out but not always every three months as required. Care workers feel they get balanced feedback on their work to help them improve their skills and knowledge.

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

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 29/05/2024