



Inspection Report on

Bush House Residential Care Home

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

Date Inspection Completed

13/04/2023

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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	
Does this service provide the Welsh Language active offer?	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 are cared for by a service which has seen many improvements and is continuing to develop. The staff team are motivated and feel well supported by a skilled manager and supportive Responsible Individual (RI). Personal plans and risk assessments are comprehensive and a good resource for staff. They complement the good knowledge staff have of what, and who, is important to people.

The RI has good oversight of the service and works well with the manager and the rest of the team. There is a focus on quality. Care workers are able to contribute to the running of the service and feel valued.

Relatives are wholly satisfied with the standards of care, describing it as *“family orientated”*; *“holistic”* and *“like a hotel”*.

Well-being

People are safe because all staff know what they must do if they think a person is at risk of harm or abuse. They know their responsibilities to report any concerns and are confident managers will take the necessary steps to safeguard people. Visitors to the service are given access by staff and also sign a visitor's book so staff know who is in the service at all times. Relatives appreciate the security measures in place.

Well-being is enhanced, to some degree, by the physical environment. Some improvements have been made and further improvements planned. People are now able to move freely throughout the ground floor. The gardens are safe and well maintained, but some people would like to have more access to them.

The relationship people have with those who care for them is good. The service was recently awarded "Care Home of the Year" after being nominated by relatives who considered the team had gone the extra mile when caring for a person. We saw some friendly and relaxed interactions between people and those caring for them and all of the relatives we spoke with said they had confidence in the service, feeling moving to Bush House has been a good decision for the person, and this is down to the staff team.

People are able to do some things that matter to them. Some people engage in group activities and others have time individually. Staff know people well, because of the comprehensive care records as well as the time they spend with people. Staff know what is important to people and this means they have some choices about aspects of their care and support. Care workers understand they are working in people's home.

Care and Support

People's physical health needs are met. A visiting health professional spoke very highly of the service, describing things as being "*much better*". District nurses visit as necessary. One care worker has been appointed as a dementia care coach and they work as a link with the community mental health team (CMHT) which consists of a range of professionals, including dietetics; physiotherapy and occupational therapy to put in additional care and support for people living with dementia.

Care workers are able to recognise signs of pressure damage and there is an adequate stock of pressure relieving equipment. Records show people's repositioning needs are met. People's weight is monitored monthly, and referrals are made to specialists if there are any significant changes.

One person's mobility has improved since being in the service, and this is attributed to the efforts made by staff.

A hairdresser offers appointments to people, and we saw them engaging with people in a friendly and relaxed way.

Attention is paid to people's physical appearance and needs. Glasses are routinely cleaned and people's clothes are laundered, with the laundry worker taking pride in their work and recognising their important role in the service.

There is an understanding of the importance of good nutrition. Most meals are cooked using fresh ingredients and there is little reliance on the use of processed food. But we have asked the provider to consider ways of reducing further the use of processed food. There is a choice of main meal and vegetarian diets are catered for, with homemade meals. One relative told us of the "*unbelievable*" efforts made by the catering team to help celebrate a special occasion, with an afternoon tea for the person and their family. Main meals are supplemented with homemade cakes and food is available outside of mealtimes.

Most people are satisfied with the quality of meals, and one person described their breakfast as "*lovely*". Most people are on high calorie meals and therefore food is fortified using cream and butter. Some care workers consider vegetables to be overcooked, and this had been noted in one of the quality monitoring reports written by the RI.

The majority of people use the dining room for their meals and staff told us people are eating more and mealtimes are more sociable.

People can do some things they enjoy. An activities worker is employed and is highly regarded by the team. They spend time with people individually, especially those receiving their care in bed. We saw people engaged in activities including colouring and snooker, and records show people have done baking, exercises and dancing. Some people were singing along to the music being played. The layout of furniture in one of the lounges would benefit from some changes, as there are chairs directly below the TV, meaning people are not able to see it.

Electronic care records are maintained. Each person has a comprehensive personal history which sets out what and who is important to them. There are care plans for a range of areas including cognition; communication; oral care and eating & drinking. Care plans include the desired outcomes as well as how to achieve the outcomes. Most care plans are up to date and are reviewed monthly. The care plans for oral care are due for review and this is being done as part of “Gwen am Byth” which is a national oral health improvement programme which the service is committed to.

Environment

People live in a service that is suitable for their needs. Accommodation is provided over three floors and there is a lift for people to move throughout the service.

There are two lounges, plus the entrance lobby, and two dining rooms. Some of the communal areas have recently been decorated and are light and airy. New blinds enhance the environment further.

There is evidence of ongoing refurbishment, with scaffolding due to be erected on the day of the inspection to do some external work, and decorators employed to carry out some redecoration internally.

Some bathrooms have been refurbished to a good standard and the planned work to the remaining ones will bring them up to the same standard. One relative commented the service is *“always updating things”*.

The property retains some original features including a large stained-glass window and attractive staircase.

People are able to move freely throughout the ground floor of the service as the coded locks that were there previously have been removed. One visiting health professional said it is *“wonderful”* that the doors are now open and one relative agreed, saying it is much better for the residents. Most care workers said people are far more settled, with less agitation and distress since these restrictions have been taken away but one thinks the restrictions are needed.

The gardens are well maintained, but one person told us they would like to spend more time outside, but the doors to the garden are usually kept locked. The manager assured us the doors are usually open and we have asked the provider to make sure people can safely and freely use the gardens when the weather permits.

Standards of cleanliness throughout the service are good, and there are no malodours.

The kitchen has been awarded a score of three by the Food Standards Agency, which is *“generally satisfactory”*. The manager told us the remedial work has been done and a reassessment has been requested. Catering staff have all the equipment they need and say it is all in good working order.

Leadership and Management

There are some robust and effective governance arrangements in place to monitor quality. The manager has written a reflective report, setting out the areas where they want the service to develop, and the report written by the RI shows they have good oversight of the service.

The maintenance lead has well established processes in place to make sure equipment and services are checked and safe. Comprehensive records are maintained to demonstrate checks have been carried out, including checks on the fire safety system; water temperature checks and inspections of beds; call bells and other fixtures throughout the service.

Staff are appointed following a safe recruitment process. Staff files are well organised and easy to navigate. They contain the information needed, including references, employment history and DBS checks.

Care workers consider they have the training they need to safely and effectively carry out their duties. During the inspection, staff were receiving fire safety training and one worker was being assessed to make sure they are competent to safely administer medication. Supervision is carried out and care workers get feedback on their work which includes areas where they are working well, and also those areas where improvements are needed to help with their development. Supervision records confirm what we were told throughout the inspection, with comments such as *"morale is definitely better"* and *"atmosphere is much better"*.

Staff feel valued and part of the team. One worker told us things are *"100% better"* and put this down to the leadership of the service. Another said *"I feel very supported by the management. They care about the staff"*. The atmosphere in the service is calm and friendly, and staff are seen to support each other.

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
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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 15/05/2023