



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### The Brambles



The Brambles, Kilgetty, SA68 0RY



01834811024

**Date(s) of inspection visit(s):**

12/05/2025, 14/05/2025

### Service Information:

Operated by:	Bramble Bay Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability, Care home for adults - with personal care
Registered places:	8
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

## Ratings:



**Well-being**

**Good**



**Care & Support**

**Good**



**Environment**

**Good**



**Leadership & Management**

**Good**

## Summary:

This service is home to eight people and is located in a residential area near to the town of Kilgetty. It is a detached property with large gardens and parking area. The aims of the service focus on providing person centred care and support.

At this inspection we found people's well-being is good because of the individualised support people receive from a team of motivated and friendly workers who know people well and want the best for them.

The governance arrangements are good with a visible and well-regarded Responsible Individual (RI). Care workers feel the service is improving after a recent change in leadership. Ongoing work is required to make sure care records are up to date and an accurate record of people's needs and the care offered.

The physical environment is clean, comfortable and homely and complements the relaxed atmosphere created by the care team.

## Findings:



### Well-being

Good

People live healthily and safely with some control over their lives. Where possible, people are encouraged to make choices about aspects of their care. Where people are unable to verbalise their wishes, care workers use their knowledge about people together with the expertise of health and social care professionals to make sure care and support is as individualised and person centred as possible.

There are some opportunities for people to do things that are important to them. People are supported to do things at home, such as making decorations and baking as well as spending time visiting local attractions and community-based activities.

The knowledge care workers have about people is very good. They have established effective ways of communicating if people are unable to do so verbally and can recognise people's emotions. Signage is bilingual and whilst no one living at the service is Welsh speaking, a number of care workers are able to speak Welsh.

People are safe and protected from abuse and neglect. There are some effective safeguarding arrangements in place and care workers know their responsibilities in relation to report any concerns. Care workers are confident the manager would deal with any issues raised to make sure people are safeguarded.

People are supported to cultivate safe and healthy relationships. People appear happy and relaxed. The way they interact with care workers shows a rapport has been built and people describe those they live with as their 'friends' ". Care workers share the values of the service which focus on person centred care and quality. Relatives have a high level of confidence in the service with one saying "*it's the best place X has been in*" adding "*the staff are very understanding and friendly*".

The physical environment contributes to people's well-being and supports them to achieve their desired outcomes. Bedrooms are personalised and the service is generally homely and well decorated. Specialist equipment is available and appropriately maintained.



## Care & Support

Good

People receive the care and support they need to achieve their personal outcomes. Some people have complex needs and care workers have the training they require to safely support them. There is input from a range of professionals and the team acknowledges the excellent support they receive from their local GP. Other professionals include physiotherapy, dietetics and podiatry. Referrals are made to professionals in a timely way.

Care plans are both comprehensive and person centred. Care workers have time to read them and find them helpful. The new manager is currently in the process of updating some care records which are currently overdue for review. Daily records are maintained which show how people spend their time; their mood and any assistance needed. However, there are some gaps in care records, specifically relating to weight and exercise. Whilst some care workers are confident people's needs are being met, the new manager is working to make sure all records are an accurate and up to date record of people's needs and will have this completed in the next couple of weeks.

Some people have been assessed as needing one to one, or two to one support and duty rotas are written to make sure these staffing levels are maintained, meaning people attend for appointments and activities as set out in support plans.

The provider makes sure people have access to a nutritious, balanced and varied diet. People contribute, where possible, to the menu and alternatives are available if people request this. Care workers have a good knowledge of people's likes and dislikes. Special events are celebrated and special diets catered for. Meals are mostly home made with little reliance on processed food. They are fortified to increase their calorific value when required. One person said they like the food and another described a care worker's meals as "*beautiful*".

People are supported and encouraged to access amenities that promote health and well-being. Where appropriate people are free to leave the service independently, some people have jobs while choose to go to local day centres or spend their time at home.

People are protected from abuse and harm. Care workers know what they must do if they suspect a person is at risk. They are confident the manager would take the actions needed to make sure people are safeguarded. There is an up-to-date policy, that provides care workers with comprehensive information about how to recognise signs of abuse and all staff are up to date with their safeguarding training.

People's medication is safely managed. A recent medication audit which considered the safe storage, the recording of medication and staff training shows a very high level of compliance. The person who is responsible for any actions is clearly recorded.

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## **Environment**

**Good**

People live in an environment that meets their needs. Accommodation is on two floors and there is a large lounge and kitchen/dining room for people to use. Bedrooms are personalised with ornaments and soft furnishings and some have ensuite facilities. Additional bathrooms and toilets are on both the ground and first floor.

The communal areas are comfortable and reasonably homely. They are bright and the large windows mean there is a lot of natural light throughout the service.

A maintenance worker carries out all routine maintenance work and repairs are promptly. Fire safety equipment is checked to make sure it is safe to use. Environmental audits show a high level of compliance with evidence of PAT (portable appliance testing) carried out.

Some people require specialist equipment and care workers are trained in its use. Hoists and other medical equipment is checked and serviced appropriately. Bedrooms have the space to manoeuvre all equipment and hallways are wide enough for wheelchairs to move freely throughout the ground floor.

The gardens are large and very well maintained. They offer people a safe and attractive place to spend their time when the weather permits.



## **Leadership & Management**

**Good**

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care is offered. There have been some changes to the management of the service and care workers think the service is improving. They consider both the manager and RI have a focus on quality and are receptive to any ideas or concerns raised.

There are some effective quality monitoring systems in place with a range of audits and reports written. The reports are comprehensive and reflective, but not always dated.

People are supported by staff with the necessary expertise, skills and qualifications to meet people's care and support needs. Care workers are required to complete training in a range of areas including communication, first aid and person-centred care. The matrix shows most care workers are up to date with their training and the manager is committed to making sure any current gaps in staff training are addressed. Care workers feel they have the training they need to safely and effectively carry out their duties and some are doing additional development. Care workers have regular supervision and the matrix shows this is largely up to date. Care workers say they get balanced and constructive feedback on their work and are able to raise any ideas or concerns they have with the manager. They are confident of getting a helpful response and feel valued in their work. They work well together as a team and have confidence in their colleagues.

Recruitment and selection processes are robust. Staff files are easy to navigate and contain the information needed, including references, safety checks and a full employment history.

## Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.



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