



The Rookery



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



01239711038

The inspection visit took place on 12/05/2026

Service Information:

Operated by:	Bramble Bay Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability, Provision for mental health, Care home for adults - with personal care
Registered places:	9
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

People experience good well-being outcomes because they have choice and control over their day. They decide how to spend their time and benefit from positive, respectful relationships with care staff who know them well. Activities are varied and meaningful, promoting social connection and emotional well-being. People enjoy nutritious meals and personalised bedrooms that support identity and comfort.

Care staff provide good, reliable and compassionate care. Assessments ensure people's needs can be met, and care staff understand people's preferences and routines. Care staff interactions are warm and respectful, and people are supported in line with their preferences and needs.

The environment is good, people live in warm, clean accommodation that supports their well-being. Communal areas and bedrooms are homely; however, some areas require maintenance and improved oversight to ensure safety and accessibility. Systems for fire safety are in place, although further work and training are required to ensure full compliance.

Leadership and management are good and effective, supportive, and improvement-focused. Care staff feel valued and communication is positive. Quality assurance arrangements provide good oversight.

Findings:



Well-being

Good

People experience positive well-being outcomes because they are supported by care staff who are kind, respectful, and understand their individual needs. People are supported to have choice and control over their daily lives. Care staff use a range of communication methods, including pictorial aids and communication boards, to ensure people can express their views and make informed decisions. This supports people's independence and promotes their rights.

People are supported to personalise their rooms with photographs and meaningful belongings, which promotes identity and emotional well-being. A family member told us they feel included and *"are made to feel welcome at any time."* This reflects strong relationships within the home. Friends and family are integral to the service, encouraged to visit freely and maintain regular contact. This approach promotes emotional wellbeing and positive relationships. Family members spoke highly of the service and described strong lines of communication and involvement. One family member told us, *"They put themselves out to accommodate us as well, we are really pleased,"* while another said, *"we have very regular contact, and they always call if any problems."*

Care staff support people to maintain their physical, emotional, and social well-being. People are empowered to thrive, with many opportunities to explore their interests and develop new skills. People receive support to build and sustain relationships with others in the home and the wider community. Activities are wide ranging, varied, and meaningful, supporting people to reach their potential. These include gardening, bingo, quizzes, volunteering, visits to local pubs, horse riding, beach walks, and attending day centres or local groups. Care staff also encourage participation in daily living tasks, helping people maintain skills and engagement. A relative described this positively, stating care staff are *"very good with thinking of things he likes to do"*.

People's cultural and language needs are considered. The service is working towards the Welsh Language Active Offer, with some Welsh-speaking care staff and bilingual signage in place. Relatives confirmed the importance of this, stating *"they make an effort to communicate with him in Welsh, they realise it's important."* We saw warm, positive interactions between care staff and people, including attentive listening and reassurance. Care staff remained visible and available when people needed support. People told us they feel happy and safe in their home.

People's health and dietary needs are supported, with access to healthcare professionals and specialist input where required. Mealtimes are a positive experience, with opportunities for people to eat together and make choices about their food.

Overall, people are supported to live fulfilling lives where their voice is heard, their preferences

respected, and their relationships maintained. These factors contribute to positive well-being outcomes and a strong sense of belonging within the service.



Care & Support

Good

People receive good care and support that is person-centred and responsive to their needs. People are supported by care staff who know them well and treat them with dignity and respect. During the inspection we observed warm, respectful, patient, and empathetic interactions between care staff and people, which contributed to a relaxed and inclusive atmosphere within the home.

People told us they feel listened to and supported. A range of verbal and non-verbal communication techniques are used depending on the needs of the individual. Relatives described positive communication with the team and expressed confidence in the care provided.

People and their relatives feel they receive the care they need and speak highly about the care staff. One person told us, *"I enjoy living here, people are kind and I get to do lots of fun things. I am looking forward to my holiday."* A relative told us they are *"Really happy with the care, (person) is happy there"* and another said, *"all in all, from our point of view, great place and great staff."*

Care plans contain relevant information about people's backgrounds, needs, preferences, and risks. There was evidence of involvement from relevant professionals. People are supported to access healthcare services and attend appointments. Daily recordings are detailed and provide information about personal care, meals, and general wellbeing. People with complex needs receive specialist support, including input from speech and language therapists and Epilepsy management services. Risk assessments are in place to enable people to do what they want but whilst keeping them as safe as possible.

Systems are in place to protect people from harm. Care staff apply their training and skills to support people in the least restrictive ways and promote positive outcomes. Deprivation of Liberty (DoLS) applications are made to ensure people are kept safe when being deprived of their liberty. This ensures the service upholds people's rights and freedoms. Care staff understand their safeguarding responsibilities and felt confident reporting any concerns to managers and were assured they would respond promptly. The service information guide provides people with a clear overview of what to expect in the home, including available support, daily routines, and how the service operates.

Medication systems are safe. Medication is stored securely, recording and monitoring charts are completed, and temperatures are monitored daily. Controlled drugs are stored and managed safely, with effective recording and monitoring systems in place.

The service has assessment arrangements in place to ensure people's needs can be met prior to moving into the home. This ensures people receive the right care and support, meeting people's needs safely and appropriately.



Environment

Good

People live in a comfortable and homely environment that supports their well-being. The service has a welcoming atmosphere, and relatives described it positively. One relative told us, *"It feels like a home, the atmosphere is really good,"* while another said, *"it's lovely we as a family can all go in and out."*

Communal areas are appropriately furnished and support social interaction. The kitchen is a central space within the home and was described as *"the hub of the house,"* where people gather for meals and activities. This promotes social engagement and a sense of community.

People's bedrooms are personalised and reflect their individual preferences and interests. We saw rooms decorated with personal belongings which supports people's identity and comfort. Relatives also confirmed this, noting rooms are *"spacious"* and *"always spotless."*

The service is generally clean and organised. Appropriate arrangements are in place for storing food and Infection Prevention and Control measures are in place 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. The service is awaiting a Food Hygiene Rating.

People have access to outdoor space, including a garden area with a trampoline; however, this is not easily accessible for everyone living at The Rookery. An outdoor patio area with garden furniture provides a space for people to relax during warmer weather.

Outcomes for people require improvement because parts of the environment are not well maintained. The building is older and appears tired in areas. Fire safety checks take place; however, further training and work are needed to ensure the service fully complies with fire safety requirements. We expect the provider to make improvements and will follow this up at the next inspection.

Overall, people live in a homely and personalised environment; however, maintenance and oversight of systems require strengthening to ensure the premises are consistently safe, accessible, and fit for purpose.



Leadership & Management

Good

Leadership and management at the service demonstrate a strong commitment to providing safe, consistent, and person-centred care. This creates an environment in which people and care staff feel well supported. There is a positive culture throughout the service, and the Responsible Individual and manager are passionate, visible, approachable, and engaged in day-to-day operations. This presence helps ensure good communication, oversight, and an understanding of how the service is functioning. The passion of the manager is reflected in the care staff we spoke to during the inspection.

There are sufficient care staff to meet people's needs, and staffing arrangements are flexible and responsive. The service benefits from a stable core staff team, providing continuity of care. Care staff are deployed appropriately, with consideration given to people's individual support needs, including one-to-one requirements. Care staff report that they feel supported.

Training is provided to care staff, and systems are in place to ensure staff complete mandatory training. There are suitable supervision arrangements in place, and these are mostly undertaken in a timely manner. Care staff report feeling valued and supported, and they are encouraged to develop professionally, with opportunities for progression. A member of staff told us the "*managers are good, easy to talk to anytime*" and another said the manager was "*great support*." Recruitment records show required checks are effective and support the safe employment of staff and they have a comprehensive induction including shadowing experienced workers.

Quality assurance processes are in place, including audits, meetings, and feedback from people, staff, and relatives. Surveys and meetings are used to gather feedback and support people to express their views and wishes about the service.

People have information about the service in the form of a Statement of Purpose and information guide. Policies and procedures are in place and reflect current legislation and guidance. Overall, leadership and management are effective, supportive, and improvement-focused, contributing to positive outcomes for people and a confident, well-supported workforce. The provider's ongoing work to strengthen internal systems and documentation will support continued development of the service.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Improvements are required to address the overall condition of the home, ensure timely completion of maintenance and strengthen fire safety arrangements through competent assessment, staff training and robust oversight. This will help ensure the environment consistently promotes people's safety, comfort, accessibility and quality of life.	12/05/26

CIW has not issued any Priority action notices following this inspection.

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