



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

The Baytrees



Baytrees, Kilgetty, SA68 0RN



01834811024

Date(s) of inspection visit(s):

29/05/2025, 02/06/2025

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:	5
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:

Baytrees is home to five people and located in a residential area near to the town of Kilgetty. It is a large detached and well-maintained property with its own gardens. People like their home and have been able to personalise their rooms to make it more homely.

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The service is rated as good across the four areas. People's well-being is enhanced because of the relationships they have with the staff team as well as the opportunities they have to do things that are important to them. Care and support is individualised and person centred with care workers knowing people well and having up to date care and support plans to help inform and direct care.

There are some effective governance arrangements in place to monitor quality and the motivated and friendly staff team is led by an experienced and well-regarded manager. The Responsible Individual has good oversight of the service and is committed to ensuring good quality care and support.

The physical environment contributes to people's well-being as the service is clean and in good decorative order.

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 and support. Where people are unable to communicate verbally, care workers use the knowledge they and their colleagues have about people, alongside the knowledge of people important to the individual and 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. They are supported at home helping in the kitchen and gardens as well as spending time taking part in community-based activities and visiting local shops and attractions.

The knowledge care workers have of people is very good. We observed some friendly and supportive interactions which shows a rapport has been built. Care workers demonstrate a good knowledge of how to effectively communicate with people using touch as well as verbal communication. They can recognise when an individual is in pain or discomfort and take the appropriate actions.

People are safe and protected from abuse and neglect. There are effective safeguarding arrangements in place and care workers know their responsibilities in relation to safeguarding. Care workers are wholly confident the manager would take the actions necessary to make sure people are safeguarded.

People are supported to cultivate safe and healthy relationships. They appear settled and happy, with some describing those they live with as their friends. The values of the service are based on individualised and person-centred care and the staff team share these values.

The physical environment contributes to people's well-being and supports them to achieve their desired well-being 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. Goals are set and regularly reviewed. As a result of this, some people have been successful in learning new skills and increasing their independence.

Care records are comprehensive and contain the information needed to inform and direct care. Care workers have time to read the records and find them helpful. There are care plans for a range of areas including personal care, nutrition, mobility and emotional health. Daily records are completed which show how people spend their time as well as aspects of personal care and diet. Each person has a detailed personal history which includes 'things I like; things I dislike' and 'what you need to know about me'. There are plans to move to an electronic records system and the manager is looking at options to make sure it remains as person centred as possible.

Some people have been assessed as needing either one to one or two to one support and duty rotas are written to make sure staffing levels are maintained to ensure people get support from the right number of care workers. During the inspection, we observed care workers engaging with people in accordance with their individual support plans.

People have a varied and nutritious diet. Food cupboards are well stocked and care workers know what people like and dislike. Special diets are catered for and special events celebrated. The provider is bringing in improvements to make sure all pureed diets are well presented. The manager is looking at ways to increase the provision of home cooked meals and reduce the reliance on processed food.

Physical health needs are met with referrals made to health and social care professionals as necessary. People attend routine health check appointments as well as podiatry and opticians. Some people's weight is not always recorded within the time frames set out in the care and support plans, meaning care workers do not always have an accurate and up to date knowledge of people's weight.

People are helped to access local amenities which promote health and well-being. This includes attendance at local day centres and trips out. There is a range of games and activities in the service for people to use. Some people like to help out in their home and also enjoy having time with care workers painting their nails and other pampering.

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 which provides care workers with comprehensive information about how to recognise signs of abuse and care workers are up to date with their safeguarding training. Visitors are asked for identification to make sure only those with a legitimate reason are permitted into the service.

People's medication is safely stored and managed. Records show medication is administered as prescribed and stock balances are maintained. There is little use of PRN medication which

indicates people's needs are effectively met by care workers.



Environment

Good

People live in an environment that meets their needs. Accommodation is provided over two floors and there is a comfortable and reasonably homely lounge as well as a dining room. There are plans to replace the kitchen, but the current one is clean, accessible and has the equipment needed.

Bedrooms are personalised with clear evidence of people making choices about how they want their rooms decorated. Some people have chosen the colour schemes as well as furniture. Photographs and other ornaments help personalise people's rooms further.

A maintenance worker carries out all routine maintenance work and repairs are carried out in a timely manner. Records show the fire safety equipment, moving & handling equipment is serviced and checked. Portable Appliance Testing and tests for legionella are carried out regularly to ensure the premises and equipment are safe.

The gardens are safe, secluded and well maintained. New furniture has just been bought for the summer house which is well used when the weather permits.

The provider is considering ways to make sure people can continue to live safely at Baytrees if their needs change. This includes the possibility of fitting a lift to enable people to move between floors if their mobility means they are no longer able to use the stairs.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has some effective organisational arrangements, governance and oversight to ensure smooth operations and good quality care. The quality reports written by the manager and Responsible Individual (RI) are comprehensive and show the views of people and professionals have been considered, but they are not always dated.

There have been some changes to the leadership of the service and care workers think things are improving. There is a high level of confidence in the manager and the team feel there is a strong focus on quality. One team member described the manager as “*amazing*” and another said that working at the service has “*definitely*” been a good move for them personally and professionally. Care workers are motivated and feel valued by their manager and colleagues and feel a sense of pride in the work they do.

There are some effective processes in place to monitor quality with a range of checks and audits. These include health and safety checks; medication audits and checks on medical and fire safety equipment. These show a high level of compliance.

People are supported by care workers who have the necessary expertise, skills and qualifications. They are all registered with Social Care Wales. They have completed training in a range of areas including first aid, person centred care and food hygiene. The matrix shows most staff are up to date with training, but there are some gaps. Care workers feel they have the training they need to safely and effectively carry out their duties. They also have regular supervision and records shows this is up to date. Care workers get balanced feedback on their work to help them in their professional development. They are able, and encouraged, to raise any ideas or concerns and they are confident of getting a timely and helpful response.

The recruitment processes are robust with staff files being well organised and they contain the information needed, including references and employment history. There is documentation to demonstrate each care worker has the necessary security checks completed.

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.

CIW has no areas for improvement identified following this inspection.

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

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