



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Brooklands Rest Home Ltd



Brooklands Nursing Home, Narberth Road, Saundersfoot, SA69 9DS



01834813123



www.brooklandshome.co.uk

The inspection visit took place on 08/10/2025

8th October 2025

Service Information:

Operated by:	Brooklands Rest Home Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	40
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

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Brooklands is a care home with provision for nursing and mental health care with a maximum capacity of 40 adults. It is situated on the outskirts of Saundersfoot.

People experience excellent wellbeing outcomes because experienced and competent staff provide high quality support enabling people to maintain and improve their physical, mental and emotional health and achieve their well-being outcomes.

The care and support people receive is good because a well-established team have a good understanding of people's individual needs and preferences and are guided by comprehensive and up to date care plans. People are respected and their dignity is promoted. Health and social care professionals are consulted when additional and specialised care and support is required to promote their health and wellbeing. People's rights are protected and safeguarded.

People live in a good environment and benefit from a warm, comfortable, welcoming home, which meets their needs. The provider undertakes regular maintenance and repairs, and ensures the environment is safe.

Leadership and management is good because the provider has good oversight of the service. People and/or their representatives and staff provide feedback which contributes to assessing care quality and improving the service. Staff are safely recruited and receive effective induction and ongoing training.

Findings:



Well-being

Excellent

People living at Brooklands are happy and their well-being is promoted. One representative said, *“This is right for her. I know she is in the right place because she is happy, eating, enjoys being with the other women, has a good routine and is happy”*. It is described by several staff, people and their representatives as *“Like a family”* or *“second home”*.

People are supported to identify their well-being outcomes and are treated with dignity and respect. They are enabled to be involved in decisions that affect them as much as possible. Care staff and managers listen attentively about what is important to people. One representative told us, *“They go to great lengths to find out what matters to people”*.

People are actively encouraged to follow their interests and to engage in meaningful activities. People contribute and are part of the local community, some regularly visiting nearby establishments and attractions. We saw numerous photos of recent activities and events including trips out with family, various entertainers and animals visiting, and activities within the home.

Experienced and competent staff provide high quality support enabling people to maintain and improve their physical, mental and emotional health and achieve their well-being outcomes. A long-standing team of staff means that they know people well and can anticipate their needs and provide support and reassurance in a caring effective way and in a timely manner. A representative told us, *“They treat him like family, they wrap their arms around him, give him such a cuddle, get a smile on his face. He’s deteriorating but they do such a good job of supporting him”*.

People are kept safe because risks are identified and managed effectively. Comprehensive safeguarding methods involve a collaborative effort between people and external agencies. A very strong support system ensures any risks are promptly identified and addressed. People and/or their representatives are encouraged to express their concerns and preferences, reinforcing a positive culture where their involvement is highly valued, and their rights and dignity are consistently upheld. Flexible and creative approaches are developed especially for those who lack a voice to ensure their safety and well-being is promoted.

People live in an environment that supports them to achieve their desired outcomes. The provider prioritises people’s well-being and ensures the environment meets their needs and enhances their quality of life. A range of technology and specialised equipment supports this.



Care & Support

Good

People receive consistently good quality care because the provider meticulously assesses their needs and personal outcomes in addition to the impact on people already receiving a service before agreeing to provide a service. Individual plans are created with people and/or their representatives and health and social care professions involved in their care. Care and support plans are person centred and people's interests and preferences are reflected.

Care and support plans are easy for care staff to follow and outline how people are to be supported to achieve their outcomes. A summary of how people would like their care and support to be delivered is kept in their room for ease of reference for care staff. A member of staff said, "They have everything we need and the information is in people's rooms too. *"You can see what you need to know quickly"*. Whilst certain information is on display more sensitive information is kept confidential but easily accessed by staff when required.

Reviews are held routinely, and in collaboration with people and/or their representatives and relevant professionals. Daily records are detailed and show the care and support that has been provided.

People are supported positively by skilled staff who safeguard the dignity of everyone involved. A visiting professional said, *"They deal with people who are distressed beautifully"*.

Health promotion is actively encouraged and the provider has strong, established links with local health and social care services resulting in good outcomes for people. A representative said, *"Before he came here he had an issue (health) and I was told that nothing could be done but "X" [the manager] referred back to the doctor and it was sorted"*.

People are kept safe and their rights to liberty are protected and safeguarded in line with legislation. A visiting professional told us, *"They are mindful of restrictions, for example there are door sensors on all doors but they only use them if they need to"*. Staff understand how to keep people safe whilst ensuring they enjoy as much freedom as possible. Safeguarding policies and procedures are in place and staff know how to report any concerns and understand their whistleblowing responsibilities.

Effective medication procedures are in place and medication is stored and administered safely by trained staff and in line with national guidelines. People who may lack the capacity to make decisions about their medication are exceptionally well supported to ensure their interests are thoroughly considered and best interest procedures are followed in line with legislation.



Environment

Good

The environment is warm, welcoming, safe and maintained to a good standard. The décor and furnishings support the needs of people using the service. Different areas are painted in various colours to assist with navigation for people with cognitive issues. The provider ensures specialised equipment and technology is used to promote people's independence in line with their best interests whilst keeping them as safe as possible.

People are encouraged to personalise their bedrooms with their favourite items, such as soft furnishings pictures and ornaments and reflect what is important to them.

Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility. Bathroom areas are kept clean and hygienic. Communal areas are spacious and enable people to move safely around the home. There are several communal areas that people can choose from that provide an opportunity to socialise with others, partake in activities or to enjoy a quieter area to relax.

The outside area is welcoming, inviting and inclusive. It provides a spacious area for people to relax and socialise with each other and/or their visitors which is easily accessible for everyone. A new outside bar area has been added and raised beds on wheels enable people to follow their gardening interests.

The building and its contents comply with current legislation and national guidance in relation to health and safety and environmental health. The provider has taken action following a recent fire safety report to ensure people's safety is prioritised in the event of a fire. Good hygiene and infection control measures are in place and all areas are kept clean and clutter free.



Leadership & Management

Good

People are supported to achieve their personal outcomes because there are effective monitoring and oversight processes in place to ensure the best possible care is provided. Quality of care reviews are undertaken and the views of staff, people using and visiting the service are welcomed and acted upon where appropriate. The information gathered is used to drive improvements in the service. There is a culture of openness and transparency throughout the service and leaders are accountable for the actions, behaviours and performance of their staff.

Policies and procedures are relevant and reviewed regularly to ensure they remain in line with current legislation and national guidance. The provider ensures that the relevant authorities are notified of any significant incidents or safeguarding concerns in a timely manner and in line with legislation. This means that people are protected and actions are taken promptly when required.

The Responsible Individual (RI) works closely with the manager and deputy manager and they are supportive of each other and the wider team. The management foster a positive and compassionate culture. Care staff speak positively about the management and feel they can approach them with any issues and are confident these will be addressed. One staff member said, *"The management is why you stay"*. In addition to impromptu advice and guidance from managers, care staff receive regular one to one supervision sessions that provide an opportunity to discuss any concerns, to identify good practice and/or any areas for future development and training. Staff also have confidence in each other and feel well supported. One staff member said *"I enjoy my job, we work well as a team, I can't say anything bad. I have help and support when I need it"*.

There are robust recruitment processes in place and care staff are suitably vetted before commencing employment. Records show that staff receive an induction and ongoing training to ensure they have the necessary skills and knowledge to undertake their role.

The provider ensures that staffing levels and their skills enable people to receive the care and support they require in a timely manner. A professional told us, *"Staff are helpful, knowledgeable and attentive and always able to answer any questions I have on people"*.

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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