



Brookside Care Home



Brookside, Brecon, LD3 7UA



01874658393

The inspection visit took place on 28/10/2025

Service Information:

Operated by:	BROOKSIDE CARE HOME Limited
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:	31
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

Requires Improvement



Care & Support

Requires Significant Improvement



Environment

Requires Significant Improvement



Leadership & Management

Requires Improvement

Summary:

Brookside is a residential and nursing care home for adults, located in the small village of Llangorse. The stated purpose of the service is to provide respite care, long stay nursing and residential care.

Well-being outcomes require improvement because people cannot be sure care workers always have the information they need to effectively support them to achieve their outcomes. A collaborative effort between people and external agencies ensures effective safeguarding procedures.

The care and support people receive requires improvement because plans for people's care and support do not always contain consistent, reliable or full information. Care workers know people well and have positive relationships. People are supported to maintain and improve their wellbeing with involvement from external professionals.

People live in a warm, comfortable, welcoming home, which meets their needs. Systems for

regularly assessing the health and safety of the premises require significant improvement because risks in the environment are not consistently identified and rectified.

Leadership and management require improvement because oversight of the service is not sufficiently robust to ensure effective risk management and continuous development of the service. People and staff provide feedback which contributes to assessing care quality. People cannot be sure care staff have completed the training necessary to support them to meet their needs, keep them safe and achieve their outcomes.

Findings:



Well-being

Requires Improvement

People at Brookside are treated with dignity and respect by care workers and are encouraged to use and build on their strengths. A visitor to the service told us, “*Workers are very caring and excellent.*” Positive practice is evident through staff listening attentively, providing clear information, and supporting people to make informed choices. This approach helps people to take charge of their lives with confidence and assurance.

We found shortfalls in planning and review processes, which impact outcomes for people. Care workers do not always have the information they need to support people to achieve their outcomes because personal plans are not always produced before people access the service. We also found reviews of personal plans do not routinely involve people’s representatives, and do not effectively evaluate whether people are achieving their outcomes. These issues mean people’s voices are not always fully considered, and progress towards well-being outcomes is not consistently monitored.

People are offered choices in daily activities and have opportunities to engage in meaningful experiences, such as selecting meals, participating in hobbies, and accessing community facilities. People are supported to maintain their physical and mental health and emotional well-being, but improvements are needed to ensure plans consistently reflect these goals and progress towards them.

The service provider makes an effort to promote the use of the Welsh language and culture with some bilingual signage and marking of Welsh cultural events.

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives. Visitors are encouraged and care workers understand the importance of relationships in people’s lives.

People are safeguarded from abuse and neglect and provided with a secure environment. A person using the service told us, “*I feel safe, yes.*” Systems are in place to identify and address personal risks, but these need to be strengthened through a more robust planning and review processes.

People’s interests, culture, past life experiences, spirituality, and important relationships are recognised by leaders and staff. People live in accommodation which meets their needs, and the provider prioritises well-being when evaluating whether the environment is suitable.



Care & Support

Requires Significant Improvement

The provider assesses people's needs and personal outcomes, as well as the impact on people currently accessing the service, before agreeing to provide care. The manager gathers useful information from professionals and others already involved in people's care and support and speaks directly with people about their needs and preferences where possible. This information informs decisions about whether the service can meet people's needs.

There is evidence some plans for care and support are co-produced between people, their representatives, relevant professionals, and the service provider. However, plans are not always produced within the timescales required by regulation. During the inspection, we found two residents without personal plans in place. This means staff do not have clear guidance to support people safely and in line with their preferences. We have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Personal plans are strengths-based and outline how staff should support people to achieve their well-being outcomes. They include people's preferences, routines, and beliefs, and people contribute to regular reviews of their plans. However, representatives are not routinely involved in reviews, and reviews do not effectively evaluate whether people are achieving their outcomes. These shortfalls limit opportunities for people and their representatives to influence care and support arrangements and ensure progress towards well-being outcomes. This is an area for improvement and we expect the provider to take action.

People's interests, culture, past life experiences, protected characteristics, and important relationships are reflected in plans. Care and support provided by care workers is dignified and respectful, and people have meaningful interactions with staff, friends, family, and others.

People are referred for appropriate care and treatment at the right time, but they cannot be confident recommendations from professionals are always carried out as directed. Similarly, people cannot be assured specialist dietary needs are consistently met. At the time of inspection kitchen staff did not have the detailed information they required about residents who need modified diets. This was addressed by the manager.

People are supported to attend health checks and participate in activities that promote health and well-being. People are kept safe from harm and abuse. People's liberty is protected in line with legislation, and medication is administered as prescribed in accordance with national guidelines and the provider's medication policy.



Environment

Requires Significant Improvement

People personalise their rooms with their own furniture, belongings and pictures. People's rooms reflect their interests and what is important to them. People have access to a variety of communal and private spaces where they can spend time alone, socialise, or entertain visitors. Communal areas meet people's needs, promoting independence and providing opportunities for private meetings, activities, and recreation.

The environment is warm, comfortable, and welcoming, and people have furnishings and equipment that meets their needs and preferences. Bathrooms, showers, and toilets are designed to support privacy, dignity, and accessibility, and people are able to navigate the premises with ease.

However, the auditing and management of environmental risks require significant improvement. Bathrooms and toilets are not effectively maintained to support robust infection prevention and control measures. The provider does not have adequate systems in place to manage and maintain the accommodation effectively. The most recent environmental audit lacks an overview of the premises and fails to identify risks or areas requiring improvement. Missing privacy window film in some bedroom areas compromises people's dignity, and unsecured areas of the premises present significant risks to people's well-being. The environment in bathrooms does not support effective infection control practices. We have therefore issued a priority action notice. The provider must take immediate action to address this issue.

The rear outdoor space is enclosed, accessible and has been developed in line with residents' wishes.

Personal Emergency Evacuation Plans (PEEPs) are in place, describing how people will be evacuated in the event of an emergency or a fire.

Domestic staff ensure the service is kept clean and hygienic. The kitchen has been awarded a score of five by the Food Standards Agency. This is the highest possible score and suggests standards of cleanliness and hygiene within the kitchen are very good.



Leadership & Management Requires Improvement

The oversight and governance arrangements at Brookside foster a generally positive culture, and staff told us they have confidence in the manager. Care workers have trust in each other, a member of staff told us, “*We work together as a team.*”

Policies and procedures are appropriate and proportionate to the needs of people supported by the service and are reviewed regularly to ensure they align with current legislation and national guidance. Feedback from people and staff is encouraged, and people know how they can share their views through accessible methods.

Improvements are required to ensure governance and quality assurance systems are robust and consistently applied. Quality monitoring processes, including audits of care and support, are inconsistent and do not demonstrate a clear drive for continuous improvement. Environmental audits lack sufficient detail and fail to identify risks. Responsibility for monitoring the environment is not clearly embedded within the management team. Auditing of key areas of service delivery has not been carried out consistently, which limits the provider’s ability to identify and address risks promptly. We have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Staffing levels observed during the inspection were sufficient to meet people’s needs, and improvements have been made in recruitment and vetting processes. However, gaps remain in employment records for some staff, and further work is needed to ensure recruitment checks are consistently thorough. This is an area for improvement and we expect the provider to take action.

While care workers have completed some core training, compliance in some essential areas is low, meaning people cannot be assured care workers have the knowledge and skills required to meet their needs. This is an area for improvement, and we expect the provider to take action. Supervision and annual reviews are in place, but the provider must ensure training is prioritised and monitored effectively to maintain safe and high-quality care.

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
The privacy and dignity of all residents is not upheld because of ineffective auditing and maintenance of the environment.	28/10/25
People cannot be confident of achieving their outcomes because Care Workers do not have the necessary training for their role.	28/10/25
People should be safeguarded by the service provider having rigorous selection and vetting systems for staff.	05/12/23
People should be accommodated in a service that is be safe, well run and complies with regulations.	05/12/23
People are not given the opportunity to make sure their personal outcomes are met.	27/03/23

Summary of areas for Priority Action	Date identified
Without personal plans or detailed information in plans, care workers do not have clear guidance on the actions required to support people to achieve their outcomes.	05/12/23
People can not be sure their health and safety will be maintained at all times, without systems in place to effective audit the environment.	05/12/23

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