



Inspection Report on

Brookfield House

**Brookfield House
Station Road St. Clears
Carmarthen
SA33 4BZ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

24/01/2025

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About Brookfield House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Fronhaul and Brookfield Care Home Ltd
Registered places	23
Language of the service	Both
Previous Care Inspectorate Wales inspection	9 October 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are very positive about the excellent person-centred service they receive. They are supported by an experienced and skilled team of staff, with whom they have built up effective and encouraging relationships with. A person who lives at the service told us, *"I love it here, it's brilliant for me"*.

The environment is spacious, comfortable and meets people's needs. People personalise their own rooms as they choose and use communal spaces to relax and interact with each other, their visitors and staff.

The people who live and work at the service value the outstanding leadership and support of the manager. The provider has created a family feel at the service. The Responsible Individual (RI) has regular talks to people who live and work at the home, when he visits. Information from these Regulation 73 visits and internal audits inform their six-monthly quality of care review.

Well-being

People are positive about the service and the excellent relationships they have developed with their support workers. People's preferences and wellbeing goals are at the forefront of the care and support provided. The manager ensures people's individual circumstances are considered throughout the care planning process. People remain as healthy as possible because health and social care professionals are involved in their care.

The service respects people's cultural preferences and provides an 'Active Offer' of the Welsh language. This means It anticipates, identifies and meets the Welsh language and cultural needs of people who live at the service. Many of the staff speak Welsh and every effort is made to ensure people can receive support in their chosen language.

People are protected because recruitment processes and training ensure they get the right care and support. People and staff have confidence in the manager and are happy to use the open-door policy. Support workers receive an effective induction and ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People know how to make a complaint if needed.

People live in a home that supports them to achieve good well-being. People do things that matter to them and choose where they wish to spend their time. The building is spacious and people can relax quietly or spend time interacting with each other in the communal spaces.

People know the RI well and have a voice because they talk with him openly whenever he visits the service. Quarterly Regulation 73 visit reports focus on the people who live at the home and their well-being. People, their representatives, staff and professionals are consulted as part of the six-monthly Quality of Care Review.

Care and Support

People are very positive about the highly effective service they receive. Support workers know people well and are an integral part of enabling them to achieve positive well-being outcomes. We saw many encouraging and enabling interactions between people and staff throughout the inspection. An individual who lives at the service told us, *"This is the best place I've ever lived"*. There is a supportive and friendly atmosphere at the service, people are supported by a vastly experienced team of knowledgeable staff. A support worker told us, *"I love caring for people and helping them become more independent"*. We received positive feedback from health and social care professionals about the outstanding support people have received to exceed their expected outcomes.

Support workers are guided by highly detailed personal plans that enable people to be as independent as possible. Person-centred plans focus on individual's strengths, identify what people can do for themselves or where and what support is required. People, their support workers and care professionals are involved in plans to ensure they are relevant and meet their needs. The manager ensures any restrictions to people are done so legally, with the correct documentation in place. Positive risk assessments help people to remain safe while encouraging them to be as active and as independent as possible. Plans are regularly reviewed by people and their key workers to ensure they focus on their health and well-being goals. Support workers can make suggestions to ensure plans continue to meet people's individual needs. Guidance from health and social care professionals is reflected in plans and we observed support workers adhering to this throughout the inspection.

Medication storage, administration and recording systems are safe and in line with national guidance. Senior support workers ensure medication is managed appropriately and take time to give people the right dose of medication at the right time.

The service encourages people to be as active and as social as possible by doing things that meets their own specific preferences. People enjoy regular pastimes in the home such as watching TV, playing and listening to music, interacting with each other and spending quiet time alone in their rooms or communal spaces. People enjoy a wide variety of activities in their local community such as, eating out, attending social clubs, shopping and sports clubs.

Environment

The service supports people to achieve their individual outcomes. People are very relaxed and comfortable in the communal areas and their own rooms. There are different spaces for people to socialise with each other, their visitors or to spend time relaxing quietly. Individual rooms are highly personalised; people decorate them as they wish with their own furniture, pictures, soft furnishings and technology. The accessible grounds are well used by people in the warmer weather.

The provider has an ongoing upgrade programme to ensure the home is well maintained and meets people's needs. We were told any maintenance issues with the environment are acted upon quickly and repairs are completed promptly.

The provider has systems to ensure regular health and safety audits of the property and equipment are completed. Designated staff routinely complete the required testing of fire safety equipment. Personal Emergency Evacuation Plans are up to date and available in emergencies.

The kitchen has a food hygiene rating of five and the service ensures people's specific health needs are catered for. People help plan the menu and can choose alternatives whenever they choose.

Leadership and Management

The Responsible Individual (RI) visits the service regularly, he knows people and staff very well. He is supported by a team of directors, who have helped to create a family feel at the service. There are effective systems in place to help the provider improve the quality of the service people receive. Staff welfare is of great importance to the provider and their approach helps to maintain consistency and high standards of care. The RI completes comprehensive Regulation 73 visit reports every quarter. He reviews documentation and his discussions with people and staff helps ensure the service is effective. The six-monthly Quality of Care Review uses this feedback and actions following any lessons learned to help the RI to identify areas to improve the quality of the service for people.

The manager has good systems in place to ensure documentation is effective and supports staff to enable people to achieve their outcomes. The manager has been at the service for years and knows people very well and has established trusting relationships with them. We saw many sensitive and caring interactions between them and people throughout the inspection. The manager is well supported by a deputy, together they have created a 'can do' culture that supports people to achieve high quality health and well-being outcomes.

The required pre-employment checks take place before new staff start work. Support workers register with the workforce regulator Social Care Wales. New staff receive an induction and shadow an experienced member of the team to help them get to know people and understand their role. Staff told us they are well supported and receive regular supervision. A support worker told us, *"[Manager] is brilliant, really understanding and you can go to him for anything"*. Ongoing development is a mixture of E: Learning or face to face training that enables support workers to effectively meet people's needs.

The provider ensures there are adequate numbers of support workers available to meet people's needs. The team of highly experienced and passionate support workers have built up extremely effective relationships with people and understand their individual needs.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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