



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Brookfield



Bangor



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www.cartrefi.coop

Date of inspection visit: 11 November 2025

Service Information:

Operated by:	Cartrefi Cymru Co-operative Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	3
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service is able to provide an 'Active Offer' of the Welsh language.

Ratings:



Well-being

GOOD



Care & Support

GOOD



Environment

GOOD



Leadership & Management

GOOD

Summary:

Brookfield is a three bedded care home offering short break respite care. The service provides support to adults with a learning and / or physical disability.

People's well-being is good. The care and support provided, alongside the quality of the environment, enables people to achieve positive well-being outcomes. Care staff demonstrate a person-centred approach, ensuring people's needs and preferences are met effectively.

Leadership and management are good. The Responsible Individual and manager provide clear direction and oversight, supporting a culture of continuous improvement. Their positive actions, combined with the commitment of the care team, ensure people experience good outcomes and a service that operates in line with regulatory requirements.

Findings:



Well-being

GOOD

People and their families benefit from their short break respite stays at Brookfield. Respite are planned well in advance, ensuring everyone knows what to expect and arrangements accommodate individual circumstances. Where possible, the service provides additional support to families in crisis. Short breaks are designed around what matters most to people and how their time at the service can best benefit them.

During short stays, people continue to engage in their usual routines and activities, such as work placements, day centres, and college courses. Weekends provide opportunities to relax, and care staff encourage people to spend time undertaking activities which make them happy. Careful matching means people with similar interests often stay together, and care staff support them to engage in shared activities. When people's choices differ, care staff strive to accommodate individual preferences. We observed care staff arriving ahead of their allocated shift at Brookfield to ensure they were fully prepared for changes in short-stay arrangements. This demonstrates good practice and a proactive approach to maintaining continuity of care and meeting people's needs effectively.

People and their representatives told us they value the short breaks at Brookfield because they provide essential respite. When required, the service monitors people's health needs and shares relevant information with families and professionals to ensure continuity of care. People are safe and protected from abuse, with care staff maintaining regular contact with families and professionals throughout the stay. Personal well-being is monitored consistently, and before each short break, care staff consult with people and their families to gather up-to-date information and check for any changes. At the end of the stay, a detailed feedback form is completed and shared with families, promoting transparency and ongoing improvement.

The accommodation is homely and provides the comforts expected in a family environment. Care staff are familiar with people's preferred bedrooms and ensure these preferences are respected. People have the choice to enjoy meals in the kitchen or dining room and can relax or socialise in the main living area. The home includes one adapted bedroom on the ground floor, designed to support people with additional physical needs, promoting accessibility and inclusion.



Care & Support

GOOD

People access Brookfield for respite short breaks following a referral from the local authority. The service carefully considers the referral information, taking into account the compatibility of people who may be staying at the same time. An assessment is completed to evaluate whether the service can meet the person's care and support needs, ensuring placements are appropriate and safe. The manager meets with people and their families prior to admission to gain a clear understanding of individual needs and preferences. Families are offered opportunities to visit the home, meet care staff, and interact with people who are accessing short breaks. This approach promotes familiarity, reduces anxiety, and supports a smooth transition into the service.

Pre-admission arrangements at Brookfield are robust and person-centred. The manager reviews referral information provided by the local authority and meets with people and their families prior to admission to gain a clear understanding of individual needs and preferences. Families are offered opportunities to visit the home, meet care staff, and interact with peers who are accessing short breaks. This approach promotes familiarity, reduces anxiety, and supports a smooth transition into the service.

The provider gathers information from multiple sources to inform decision-making and ensure short breaks are appropriate. Matching documentation demonstrates how compatibility is assessed, considering factors such as age, gender, needs, and behaviours. A provider assessment is completed within seven days of admission to confirm the suitability of the placement and the home's capacity to meet the individual's needs. This process promotes safe, person-centred care and supports positive outcomes.

The care staff team is stable and experienced, providing consistency and reassurance for people and their families. Care staff are able to provide a Welsh language service, which is an important aspect of meeting individual communication needs and promoting cultural identity. The care staff rota is organised to reflect a commitment to dignity, privacy, and personal preferences, ensuring people receive care in a way that suits them best.



Environment

GOOD

Brookfield is suitably located and designed to meet the needs of the people using the service. Its location provides convenient access to public transport and local amenities, and the service also offers transport through two company vehicles, working closely with families to arrange travel when required.

Brookfield provides a safe and secure environment for people and visitors. Access to the home is controlled, with visitor identity verified and sign-in procedures followed in line with health and fire safety requirements. Care staff complete daily environmental risk assessments and health and safety checks to maintain a safe living space. Confidential and sensitive information is stored securely in accordance with data protection legislation.

People have single occupancy bedrooms, with access to shared facilities and an en-suite option downstairs. While the nature of the service limits personalisation, efforts are made to allocate preferred rooms and maintain consistency across stays. The environment is homely, with communal areas for socialising and private spaces for people who prefer time alone.

Specialist equipment, such as hoists and grab rails, is available to support individual needs. The service addresses maintenance issues promptly, and recent improvements include redecoration to maintain a pleasant and safe environment. Medication is managed appropriately, with secure storage, accurate administration, and robust recording processes in place. Overall, the environment promotes safety, dignity, and comfort for people using the service.



Leadership & Management

GOOD

The service is provided with care and competence, supported by strong oversight from the Responsible Individual and leadership team. The Statement of Purpose clearly sets out the aims of the service and is regularly reviewed to ensure accuracy and compliance. People remain at the centre of service delivery, supported by a consistent and experienced care staff team who know them well and can promptly identify changes in need. The Responsible Individual visits regularly and produces reports that identify strengths and areas for development, which inform the quality-of-care review process. This approach promotes continuity, safety, and positive outcomes for people.

Leadership and management arrangements at Brookfield are effective in ensuring safe and consistent care. Staffing levels are appropriate to meet the assessed needs of people. A review of recruitment files confirms all required pre-employment checks are completed, including verification of references and Disclosure and Barring Service (DBS) certificates. Newly appointed care staff complete a probationary period before confirmation in post and are required to register with Social Care Wales, the workforce regulator. This ensures care staff are well-prepared for their roles and responsibilities, supporting the delivery of high-quality care.

Leadership and management arrangements at Brookfield are effective and promote continuous improvement. Leaders work collaboratively to maintain quality and have introduced positive developments, including enhanced use of an electronic system for recording information. Care staff receive regular supervision, annual appraisals, and ongoing training, with positive feedback reported. The manager and their deputy provide care staff with by-monthly supervision sessions to ensure they are equipped with the support, knowledge, and confidence to undertake their role. The service arranges for newly recruited care staff who are under probation, to undertake shadowing opportunities. They receive a monthly supervision session and regular informal discussions with the manager and permanent care staff to monitor their development and practice.

Team meetings take place consistently, providing valuable opportunities for reflection, discussion, and sharing best practice. Arrangements for managing care staff absences and responding to emergencies are robust, ensuring continuity of care and the safety of people using 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.

CIW has no areas for improvement identified following this inspection.

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

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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