



# Inspection Report on

**The Rookery Care Centre**

**The Rookery Residential Home  
Queen Square  
Ebbw Vale  
NP23 6EF**

## **Date Inspection Completed**

17/12/2024

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## About The Rookery Care Centre

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Rookery Care Ltd
Registered places	41
Language of the service	English
Previous Care Inspectorate Wales inspection	12 September 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 receive excellent quality care and support at the Rookery Care Centre. Dedicated and familiar care workers deliver tailored and dignified care to people. People's well-being needs are considered and consistently met. People and their families are listened to, and their feedback is used to improve people's quality of life. People and their loved ones alike consistently offer excellent feedback and compliments about the service provided.

People live in an environment which meets their needs. The service is homely and comfortable. A significant renovation schedule is planned for 2025 to further improve internal areas of the service. Robust health and safety procedures keep people safe from harm.

The service provider has embedded a positive and open culture which ensures people are supported to achieve their well-being outcomes. A highly dedicated and experienced manager has excellent oversight of the day-to-day running of the service. The responsible individual (RI) undertakes their regulatory duties diligently and ensures an effectively and well-run service. Care workers are suitable and well-supported in their roles. Care workers offered excellent feedback about the support they receive and about the quality of care delivered to people.

## Well-being

People are consistently offered choice and have full control over their daily lives. People and their loved ones are involved in their care. This includes the creation and ongoing development of their personal plans. People's voices are listened to via regular in-house meetings and timely 3-monthly personal reviews. Personal reviews include asking people if they are happy with their care and if any improvements can be made to enhance their quality of life. The service provider is committed to improving people's well-being as much as possible. People and their loved one's comments regarding the quality of service is consistently excellent.

People are supported to remain as independent as possible for as long as possible. Care workers encourage people to do things for themselves to promote their emotional and physical well-being. All aspects of people's well-being are promoted via comprehensive and robust personal plans. Meaningful well-being outcomes are developed for people to work towards. The service takes a multidisciplinary approach to health and wellbeing. People are registered with a GP. Other clinical professionals are involved in a timely way, if and when needed, to keep people as healthy as possible.

The service provider goes above and beyond to facilitate strong personal and family relationships for people. This year, for example, the service provider has invited people's families to spend Christmas day and have Christmas lunch with their loved ones. Care workers and management maintain excellent professional relationships with people's loved ones. Communication is consistent and proactive. Monthly newsletters are shared with families and key stakeholders to keep them up to date and informed. People's families are encouraged to visit the service at any time. The service has an open-door policy and welcomes feedback. People's loved ones are invited to regular family meetings where service delivery is discussed at length. Any feedback is used to improve the service.

People are supported to do the things that make them happy. A wide range of in-house and community activities keep people stimulated and challenged. Ideas and suggestions gathered at resident meetings are included in future activity schedules. These schedules are displayed around the service so people know what activities are upcoming. Recent activities have included Christmas competitions, raffles, an Elvis themed day, and nursery children visiting the service and spending time with people. People also went out for a Christmas meal. Feedback about the quality of activities is consistently high.

The service provides an Active Offer of the Welsh Language. Care workers are encouraged to learn Welsh. Welsh culture is promoted throughout the service's environment.

## Care and Support

People are treated with dignity and respect by familiar and enthusiastic care workers who know their needs. Comprehensive personal plans are co-produced with people and their loved ones. Plans provide care workers with all the information necessary to deliver safe and person-centred care. This means care workers tailor their care delivery based on the needs and preferences of people. Personal plans focus on what is important to people and provide finer details of how people like their care delivered, such as how they like their tea or coffee made. Personal plans are reviewed regularly and updated to reflect any changing needs. Robust risk assessments promote positive risk taking and help to mitigate risk.

People are supported to stay as healthy as possible. Consistent GP input helps identify any deteriorating health. Care workers support people to take their medications in-line with their prescriptions. Very robust medication practices ensure medication is stored and administered safely. Routine medication reviews ensure people's medication is still appropriate to keep them as healthy as possible.

The service provider goes above and beyond to celebrate people's uniqueness and individuality. People are put at the centre of their care and have input in all areas of their life. Personal plans contain detailed social histories and people's key likes, dislikes, and preferences. Care workers use this information to interact with people in a meaningful way. People are consistently offered choice and are routinely asked for feedback about their quality of life. People's loved ones are involved in their care, particularly when a person may lack capacity to make decisions for themselves. The service receives a high volume of compliments from family members and visitors that reflect the excellent level of care delivered. Some recent compliments have included *"The staff have been absolutely incredible with X. They have always gone above and beyond to make X comfy. We honestly cannot thank them enough"*, and *"We're so happy we chose The Rookery Care Home for X. The care and attention X has received has been amazing. The staff have gone above and beyond. It's been a big weight off our shoulders knowing X is safe and well and so looked after."*

A comprehensive safeguarding policy and robust safeguarding practices keep people safe from harm, abuse, and neglect. Any incidents of a safeguarding nature are reported immediately, in-line with safeguarding protocols. Care workers are regularly reminded of their safeguarding responsibilities and know how to report a safeguarding concern. People feel safe and very well cared for. People offered lovely feedback on the day of our inspection. One person told us *"They are so kind and lovely to me. I love them all."* Another person told us *"They are absolutely fantastic here. [They will] do anything for you, at any time of the day or night. Whatever you need is done and anything you ask for is there."*

## Environment

People live in a comfortable environment that helps them achieve and maintain their well-being. The location, design, and size of the premises are suitable and as described in the service provider's Statement of Purpose (SoP). The service is equipped to meet the needs of individuals, including any relevant adaptations and equipment needed. This includes lifting equipment and specialised bathing facilities. These facilities help to promote people's independence and dignity. Security arrangements help to keep people safe. Visitors are asked to present identification and sign-in on arrival. An internal fob system ensures people cannot access dangerous or hazardous areas.

The service is homely and welcoming. Communal areas are clean and tidy. Peoples' rooms are decorated according to their own tastes and preferences. External areas are well-maintained. An extensive renovation schedule is planned for 2025 to further improve internal aesthetics of the service. It is hoped this will benefit people's well-being even further.

The manager has embedded robust health and safety processes which promote people's safety. Routine health and safety audits and consistent health and safety checks help identify any areas for improvement. A maintenance technician observes their role diligently. Relevant certificates are in place to evidence all required health and safety inspections have taken place. The fire alarm is tested weekly, and people take part in regular fire drills. All people have a personal emergency evacuation plan (PEEP) in place which considers any individual evacuation needs. Robust infection prevention control procedures help prevent the spread of infection. Domestic workers ensure thorough cleaning schedules are completed daily. Personal protective equipment is available for care workers to use. Domestic workers offered us good feedback about the overall cleanliness of the environment.

## Leadership and Management

People are provided with accurate and thorough information about the service. A comprehensive SoP and Service User Guide (SUG) reflects the service provided which helps people choose a service which can meet their needs. Key policies underpin safe, excellent, and consistent practices. Care workers are routinely reminded of internal policies and protocols. The service provider has succeeded in embedding a culture which ensures the best possible outcomes for people.

The manager is highly experienced and demonstrates clear commitment and dedication to providing high quality care and support to help people achieve their wellbeing outcomes. The manager has excellent oversight of the day-to-day running of the service and completes a range of quality assurance audits to help identify areas for improvement. Immediate improvement action is taken promptly when needed. The manager maintains consistent communication and positive relationships with people, their families, and staff. Daily flash meetings with senior staff ensures the manager has good knowledge of on-the-ground matters. Effective governance arrangements ensure a smooth and effectively run service. Robust managerial audits and reports are shared with the RI who has a regular presence at the service. The RI undertakes their regulatory duties diligently and in-line with the regulations. The RI knows people well and uses feedback obtained to improve the service delivered.

People are supported by an appropriate number of care workers who are suitably fit and skilled to perform their roles safely and effectively. Care workers are safely recruited and undergo a thorough induction period. Care workers are well-supported throughout their probationary period and are offered sufficient training and development opportunities to ensure they are competent to support people. Staffing levels are consistently reviewed to ensure there are enough care workers to support people in a timely way.

Care workers are consistently supervised. Supervision is important as it offers care workers the opportunity to discuss any concerns or developmental needs. Regular staff meetings provide care workers the opportunity to offer feedback. We received excellent feedback from staff members we spoke with at the time of our inspection. Staff members praised management for being supportive and commented on the positive working atmosphere. Staff members described the manager as “Approachable”, “Brilliant”, and “Lovely”. Staff members described the atmosphere of the home as “Supportive” and “Homely.” All care workers we spoke to think the service delivers excellent quality care and believe people are as happy.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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	N/A

	inspection	
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