



Bush House Pembroke Limited



Bush House Care Home, Pembroke Road, Pembroke, SA71 4RJ



01646621612

Date(s) of inspection visit(s): 20/08/2025, 20/08/2025, 28/08/2025, 28/08/2025

Service Information:

Operated by:	BUSH HOUSE PEMBROKE LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	36
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Bush House is a residential care home for adults. It is located a few miles from Pembroke Dock town. It provides care and support to adults, some of whom are living with dementia.

People experience good wellbeing outcomes because of the support they receive from a motivated team of staff who are effectively led by an experienced manager.

The care and support is good because of the relationships people have with each other and those caring for them. Care workers know people well, both because of the time they spend with them and the comprehensive personal plans which are used to inform and drive good care.

There is ongoing investment into the environment which is rated as good. Some improvements have been made internally and the outside areas are being developed to help enhance people's

well-being

Leadership and management is good because most care workers think the service is improving. There have been some recent changes in ownership and leadership and the governance arrangements to monitor quality are robust and reflective.

Findings:



Well-being

Good

People live healthily and with some control over their daily lives. Care workers treat people with dignity and respect and interactions are friendly, relaxed and supportive demonstrating a rapport has been built. Greater emphasis is to be placed on making sure people are aware of their rights to exercise choice in aspects of their care and support. Relatives have high levels of confidence in the service. One told us *"We are in this together, they include us and we are kept informed"*. Care workers take time to find out about the individual and one relative spoke highly about the dementia specialist and how they *"always ask for a chat"* to find out about the individuals' life and what they enjoy and how to best engage with them.

People who have made Bush House their home are protected from abuse and neglect. Visitors are required to sign into a visitors' book meaning staff know who is in the service at all times. The garden areas are safe and secure. The experienced maintenance manager identifies any risks and addresses these in a timely way. Care workers have a good understanding of their safeguarding responsibilities.

Opportunities for people to engage in Welsh are limited as few staff are Welsh speaking. Everyone living in the service at present can converse in English. New signage has been bought and this is all bilingual as well as pictorial.

People are supported to have safe and healthy relationships. Care workers understand they are working in the individuals' home and therefore visitors are welcomed throughout the day. People describe each other as their friends and small groups are seen chatting to each other. The layout in the main lounges make interactions in small groups more difficult and the provider is encouraged to consider ways to make the areas more homely whilst still maintaining safety. People are encouraged to use the dining rooms making mealtimes more of a social occasion.

The physical environment contributes to some degree to people's well-being with an ongoing programme of redecoration, personalisation of bedrooms and ongoing investment to the outside areas. People can move freely throughout the ground floor and most of the bedroom areas.



Care & Support

Good

People receive the care and support they need to meet their needs. Most people have a detailed and informative personal profile which sets out clearly what and who is important to the person. There are personal plans for a range of areas including nutrition, mobility, communication and mood. These are comprehensive and reviewed regularly. Care workers mostly have time to read the records and feel they have the information they need to make sure people's needs are met.

There is a good understanding of the importance of good nutrition. Most meals are made using fresh ingredients and on the day of the inspection, vegetables grown in the garden were being used to make the lunch time meal. The catering team are satisfied with the quality of the ingredients and the menus have recently been reviewed in consultation with people, their relatives and staff. Special diets are catered for and special events celebrated. There is a good emphasis on the importance of hydration and during the inspection we observed people being offered drinks regularly. People's views of the meals varied with one saying, "*they are not up to much*" and another said the meals are "*lovely*". Some care workers said the menus lack variety and a relative told us how the meals always smell appetising. Consideration is being given to how people living with dementia and have limited concentration can be encouraged and supported to maintain a good nutritional diet.

Physical health needs are met. Care workers know how to recognise if an individual's skin is at risk and they have adequate supplies of pressure relieving equipment. The RI is responsive to requests for equipment. Care workers are trained in safe moving and handling. Relatives spoke about the progress some people have made since being at Bush House, with one saying "*there has been a complete transformation*" and another said an individual "*has contentment*" and they have noticed an improvement in the person's physical health since being at the service.

People's interests and important relationships are considered. Some people think there is enough going on but others say they tend to get bored. During the inspection we saw people having their nails painted and evidence of people enjoying and helping in the garden. Some people showed us some flower arrangements they recently made. People particularly enjoy the musical activities and would like more of these. An activities worker is employed who spends time with people both individually and in groups.

People are protected from harm and abuse. This is because staff know how to recognise signs of abuse and neglect and feel confident about reporting any concerns to their managers. They are also confident that any concerns they raise will be dealt with appropriately. Care workers and other staff are trained in Safeguarding Vulnerable Adults and there is a policy for staff to refer to as required.

People's medication is safely managed. Some care workers have completed training in the safe administration of medication. Storage and administration is considered as part of the quality monitoring process and the records indicate a high level of compliance.

People's risk of infection is minimised by the service provider promoting good hygiene practices. There are sufficient supplies of Protective Personal Equipment (PPE) as well as continence aids. Housekeeping staff are employed and take pride in their work but some recent staff shortages have made it difficult for the team to maintain standards of cleanliness. Bed linen and other items can be laundered at the correct temperatures to further reduce the risk of infection.



Environment

Good

People live in an environment that meets their needs. Accommodation is provided over three floors and a lift ensures people can move safely between floors. There are lounges and two dining rooms meaning people can spend time communally or on their own if they choose. One person told us “*I love my room*”. People are encouraged to personalise their rooms with photographs, furniture and ornaments. Communal areas have some large windows which mean the rooms are light and well ventilated. The property retains some original and attractive original features. However, people find some bedrooms to be too warm and ventilation is difficult due to the required window restrictors being in situ. Communal areas are free of clutter and trip hazards.

There is an ongoing programme of redecoration and some rooms have been completed with other work planned. Some bedrooms have ensuite facilities and there are additional bathrooms and toilets throughout the service. These are clean and accessible with some signage. New and improved signage has recently been delivered and there are plans in place to put up these signs imminently.

An experienced maintenance manager makes sure equipment and services are checked and in good working order. They have a good knowledge and understanding of the work needed and play an important part in the safe and effective running of the service. Repairs are completed in a timely way. Fire safety checks are carried out and equipment is serviced to make sure it is in good working order. Care workers have the required training.

Standards of cleanliness are good throughout the service but recent staff shortages have resulted in some shortfalls. There are no malodours but some areas need dusting. Some care workers think improvements are needed to make sure the service can be kept clean but one relative described the service as “*spotless*”. The kitchen has been awarded the maximum score of five by the Food Standards Agency. The catering team have the equipment they need and this is all in good working order. There is room for all food items to be appropriately stored.

Some work has been done to the outside areas, with further work planned. There is an area which is being made into a vegetable garden and during the inspection, vegetables grown by people were being used to make the lunch. Some chickens have a new home at Bush House and people are enjoying looking after them. There are plans to develop and extend the outside areas.



Leadership & Management

Good

The provider has some effective organisational arrangements, governance and oversight to ensure smooth operations and good quality care. There are a range of audits and checks carried out and these show a high level of compliance and satisfaction. Action plans are in place to address any areas in need of improvement.

The reports written by the Responsible Individual (RI) are comprehensive and show the views of people living and working in the service are considered. The quality assurance report written by the manager is detailed and reflective and identifies where the service is doing well and where improvements are considered to be needed. The managers are keen to be seen as open, transparent and receptive.

Relatives and other representatives appreciate the way they are kept informed about changes, especially following the recent change in ownership and management of the service.

People are supported by staff with the necessary expertise, skills and qualifications to meet people's care and support needs. Care workers are trained in a range of areas including first aid, dementia care, nutrition and pressure area prevention. Care workers feel they have the training they need to safely and effectively carry out their duties and can request additional training if they think this is needed. The training matrix shows that most training is up to date and significant efforts have been made to increase the compliance rate to make sure workers do have up to date training.

Care workers feel valued and part of the team. Most think the service is an improving one since the recent changes in leadership and are confident things will continue to improve. People, their representatives and workers have a high level of confidence in the management, describing the management as *"good as gold"*, *"approachable"* and *"ever so good.. excellent"*. However, some care workers think improvements are needed, especially in relation of staffing levels.

The service provider has some effective selection and vetting processes for the appointment of staff. The administrator has recently taken over responsibilities for the safe recruitment of staff. Files are well organised, easy to navigate and contain the required information, including references, employment history and proof of identity. Safety checks are carried out in line with requirements.

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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