



Inspection Report on

The Rookery Care Home

**Queens Square
The Crescent
Ebbw Vale
NP23 6EF**

Date of Publication

Wednesday, 4 July 2018

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Description of the service

The Rookery Care Home is located in Ebbw Vale, Blaenau Gwent. The home is registered with Care Inspectorate Wales (CIW) to provide personal care for up to 41 adults (over the age of 55 years) who may have a diagnosis of dementia/mental infirmity. On the day of our visit we were told 36 people were in residence.

The Rookery is operated by Four Seasons (Bamford) Healthcare. The company has a nominated responsible individual who oversees the management of the home. The registered manager is Gail Llewellyn.

Summary of our findings

1. Overall assessment

The Rookery Care Home provides a consistently high standard of care in a warm, welcoming and safe environment for people. People living at the home appear content and happy living at the home. Care and support is delivered by a familiar team of caring, compassionate and committed staff. The home benefits from the stability provided by an experienced, effective and well established management team which focusses on the ongoing development and improvement of the service.

2. Improvements

This is a service which provides continuous high levels of care and support to the people who live there.

3. Requirements and recommendations

The provider met legal requirements.

1. Well-being

Summary

The home provides a high standard of care. It is welcoming and homely and people are satisfied with the standard of care and the level of support provided. People are treated with dignity and respect in their day to day care and overall they appear happy and content. People relate well and have good relationships with the staff who care for them. Extensive activities to enhance the well-being of people living at the service are available.

Our findings

People living at the home relate well and had good relationships with the staff who care for them. The home had a calm, welcoming and relaxed atmosphere, and people were content. Residents know the whole staff team. We saw care staff, maintenance team, housekeeping and the management team all had good relationships with residents. During our visit we observed cheerful chatter, warm conversations, singing, dancing and a lot of fun and laughter took place between staff and residents. Staff spent most of their time with residents delivering care, participating in activities and generally chatting. During our inspection visit we observed staff supported residents in a consistently respectful and dignified manner, providing reassurance and gentle encouragement. There were times during our visit when some people were unsettled but staff managed these situations calmly and effectively. People were complimentary about the standard of care provided. Examples of what people told us were:

“I didn’t think anyone could look after my mum like I did, but the staff here do” and *“It’s a good place to live”*. This indicates people are content, happy and feel safe living in the home.

People are able to choose and participate in activities and have opportunities to socialise with others. People living at the home had access to planned and ad hoc group and individual activities co-ordinated by the home’s two activity leaders who are employed for a total of 50 hours per week. On the day of inspection we observed a group exercise class which appeared to be enjoyed by the residents who attended. We also observed the activity leader supporting a resident to sit in the enclosed garden area and talk about flowers and plants. A book on plants was utilised and we saw the resident to be gently encouraged and supported to look at some of the flowers in the garden. The service provides pet therapy and has a rabbit in the garden which is looked after by many of the residents. One resident stated *“I love animals so looking after the rabbit gives me a lot of joy”*. We conclude people are provided with sufficient opportunities to feel involved in life at

the home through participation in social activities which enhance their overall feelings of well-being.

People are encouraged to personalise their rooms. We noted that many of the bedrooms were decorated in a style and colour which was meaningful to the resident. Most contained matching bedding and curtains of various colour themes. We were told residents were actively encouraged to decorate their bedrooms in ways that was meaningful to them. We also noted bedrooms contained photographs and some residents had chosen to personalise their rooms further by bringing in items of furniture for example, a favourite arm chair. We found that residents are supported and encouraged to personalise their rooms to further enhance their feelings of well-being.

The service is able to provide the 'Active Offer' of the Welsh language. However, we were told none of the people currently living at the home were Welsh speakers. The service is able to anticipate people's language needs and would be able to provide the Welsh language 'Active Offer' should this be required.

2. Care and Support

Summary

People benefit from care that is planned and delivered in a person centred manner by caring and familiar staff. Care is provided promptly and effectively and staff are knowledgeable about people's individual needs and how those needs should be met.

Our findings

People are as safe and as well as they can be because they receive proactive care from staff who they had developed trusting relationships with and who know them well. We examined the care records of three people living at the service and found they had been reviewed and updated regularly. Care plans were detailed in their content and person centred in their approach. We were told by an activity leader how the service is planning to implement 'My Choices' booklet which will support and encourage residents and their relatives to have input into the documentation which will fully record the individual life histories and personal experiences of the resident, thereby ensuring personal centred care planning remain at the heart of the service. We noted care records documented residents' preferences, personal care records, medical conditions and medication requirements. We noted referrals were made in a timely way to a range of health and social care professionals when appropriate for example, residents had been seen by an optician within the last year and chiropody visits were also documented. The care plans gave clear guidance to staff and we saw from daily log notes that staff followed this guidance. Staff were knowledgeable about people's care needs and during our discussions with staff they demonstrated how people liked their care and support provided. We found people receive the right care, at the right time in the way they want it.

People are offered healthy, nutritious meals. We observed lunch being served and found it to be a calm and relaxed occasion. Most people chose to have their meal in the dining room. Meals appeared appetising and seemed to be enjoyed by residents. We observed people being offered choice and meals were served in an efficient and timely manner. We saw that hot and cold drinks and snacks were offered and enjoyed throughout the visit. We spoke with kitchen staff who told us that lunchtime meals were offered according to a four weekly menu plan. The home had been inspected by the Food Standards Agency and had been awarded a food hygiene rating of 5 which is 'very good'. We concluded that mealtimes are a positive experience, and that people's nutritional needs are being met.

3. Environment

Summary

The home provides a safe, comfortable environment which is warm and welcoming and meets people's needs. The home is furnished to a high standard, is well maintained and is clean and tidy. It has ample internal and external space for people to use as they wish.

Our findings

People feel uplifted and valued because they are cared for in a comfortable, clean and spacious environment. The home provided accommodation over two floors with communal areas on each floor. Hairdressing facilities were also available on each floor and the hairdresser calls three times weekly. There was a lift to enable access to the first floor. All bedrooms were of single occupancy. The décor of the communal area was homely and welcoming and included interesting features such as photographs of activities residents had undertaken. Several different themes were noted in different parts of the home, for example, mining theme which included many photographs. There were ample areas for people to spend time communally and a dedicated room for reminiscence was noted on the first floor. Most bedrooms were noted to have en-suite facilities. There were sufficient bathing and toilet facilities for people living at the home. We noted appropriate signage throughout the home to help support the orientation of people who live at the service. We also noted the home had pictorial /large print word signage throughout. People's bedroom doors had signs with their name and photograph on, which they had chosen, making it easier for them to recognise and locate their bedroom. We observed cleaning staff in attendance on the day of our visit. The home was clean and tidy throughout and no unpleasant odours were noted. Maintenance staff were also in attendance on the day of our visit.

There was a large enclosed garden area where seating, tables and sun umbrellas were available and we saw several residents making use of the facility. The garden also housed the resident rabbit and we observed several residents visited the rabbit on the day of inspection.

People are protected and their safety is maintained. The entrance to the home was secure but accessible by a door bell system. Before entering the property visitor identity was checked and the visitor book signed. We noted medicines and substances which may be hazardous to health were stored securely. We saw health and safety checks and measures in relation to fire safety checks, gas installation and call bell checks were satisfactory and up-to-date. All confidential files including care and staff files were stored securely. Therefore people's rights to confidentiality is respected within a secure environment.

4. Leadership and Management

Summary

People living and working at the home benefit from the stability provided by an experienced and well established registered manager who is approachable and visible. Care is provided by a dedicated team of skilled and competent staff. There is a shared commitment to provide a high standard of care and support to people living at the home.

Our findings

The home's vision and purpose is made clear through its statement of purpose. This document should provide people with detailed information about the service and facilities offered within the home and should also outline the home's philosophy and approach to care delivery. We considered the statement of purpose and noted it contained all the information required by regulation. The home provides clear information so people know and understand the care, support and opportunities which are available to them.

There are clear lines of accountability and leadership at the home. The registered manager was experienced and well-established and there was an effective management team in place. We were advised that a new deputy manager would be starting employment shortly. Staff and residents approached the registered manager with ease. Staff told us they felt *"well supported"* by the registered manager and residents told us they felt *"able to discuss any issues with the registered manager"*. We saw analysis documentation compiled from staff feedback questionnaires and noted staff had documented they felt part of a team and supported by a registered manager they could trust. We concluded that the management of the home is visible and approachable.

People can be assured there are robust systems in place to assess the quality of the service they receive, which includes feedback from people using the service and their representatives. We saw three monthly quality monitoring visits were undertaken by the responsible individual. We noted people living at the service and their relatives were regularly asked for feedback in regard to the standard of care provided. In March 2018 an annual review of the quality of the care provided was undertaken at the home. An extensive and detailed report had been written following the review which included feedback from residents, staff and visitors which was positive. This indicates people are provided with opportunities to provide feedback and to communicate their satisfaction of the service received.

People receive care and support from staff who are safely recruited and appropriately trained for their roles. We examined three staff files which contained the necessary pre-employment checks required to ensure staff were 'fit persons' to work at the home. We saw

disclosure and barring service (DBS) checks were completed prior to the commencement of employment for staff. We noted appropriate previous employment reference information was provided and any gaps in employment history were documented. We did see a short gap in the employment history on one staff file. However, when we spoke with the registered manager about this she was fully aware of the reason for this gap and advised that this would be updated immediately. The home's staff training records were comprehensive and indicated training appropriate to people's needs were undertaken and kept up-to-date through annual refresher training. Training included health and safety, safeguarding adults, manual handling and more specialist training for example, dementia care for individuals with parkinson's disease and skin integrity training were also being organised. Staff told us they felt supported and the staff files we examined evidenced regular supervision sessions as per regulatory requirements. We concluded staff are well led, supported and trained in a way that improves outcomes for people, and the process by which staff are recruited and vetted is sufficient.

People are supported by a stable and dedicated care team and benefit from prompt care. Staff we spoke with were enthusiastic and demonstrated job satisfaction and a commitment to work at the home. Staff comments included *"all staff work as one big team here"* and *"this really is a lovely place to work"*. We were told there was a low turnover of staff and during our inspection we considered there to be sufficient staff available to assist people with their needs in a timely manner. Staff told us they felt there were sufficient staffing levels to meet the needs of residents. We were told the home did not employ any agency staff and any shortfall in staffing was covered from within the home's staff team. This ensured people were cared for by a familiar staff team. We concluded staff have sufficient time to spend with people to ensure people's emotional and psychological needs are met as well as their physical and health care needs.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

There were no areas of non-compliance identified at the last inspection.

5.2 Areas of non-compliance identified at this inspection

There were no areas of non-compliance identified at this inspection.

5.3 Recommendations for improvement

No recommendations for improvement were identified at this inspection.

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the home on 21 May 2018 between 9:40 and 16:15.

We used the following sources of information to formulate our report:

- Observations of daily routines, care practices and activities at the home.
- Conversations with residents and relatives.
- We used the Short Observational Framework for Inspection (SOFI). The SOFI tool enables inspectors to observe and record care to help us understand the experience of people using the service.
- Discussion with the registered manager and four members of staff.
- Examination of the care documentation relating to three residents.
- Observation of the lunch service, and time spent in the home's communal areas.
- Examination of three staff employment files.
- Consideration of the latest statement of purpose and service user guide.
- Consideration of the last two regulation 27 visits and most recent annual quality assurance report.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Adult Care Home - Older
Registered Person	Four Seasons (Bamford) Ltd
Registered Manager(s)	Gail Llewellyn
Registered maximum number of places	41
Date of previous Care Inspectorate Wales inspection	7 March 2017
Dates of this Inspection visit(s)	21/05/2018
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	Yes this service is able to provide the Welsh 'Active Offer' if this is required.
Additional Information:	