

Inspection Report

Name of Service:	Brooklands Healthcare Antrim
Provider:	Brooklands Healthcare Ltd
Date of Inspection:	4 November 2025

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Organisation/Registered Provider:	Brooklands Healthcare Ltd
Responsible Individual:	Ms Victoria Humphries
Registered Manager:	Mrs Perla Balmes
Service Profile – This home is a registered nursing home which provides nursing care for up to 49 patients within the categories of dementia, elderly, physical disability and terminal illness. There are a range of communal areas throughout the home and patients have access to an enclosed garden. There is a separate registered residential home which occupies the same building and the manager for this home manages both services.	

2.0 Inspection summary

An unannounced inspection took place on 4 November 2025, from 10.30 am to 4.30 pm by a care inspector.

This was a follow up inspection to the previous care inspection completed on the 3 April 2025. The inspection focused on the meal-time experience and the environment within the ground floor dementia unit.

It was evident that staff promoted the dignity and well-being of patients.

Patients said that living in the home was a good experience. Patients unable to voice their opinions were observed to be relaxed and comfortable in their surroundings and in their interactions with staff.

This inspection resulted in no areas for improvement being identified; three areas for improvement, relating to the management of medicines have been carried forward for review at a future inspection. Full details can be found in the main body of this report and in the quality improvement plan (QIP) in Section 4.

3.0 The inspection

3.1 How we Inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how the home was performing against the regulations and standards, at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection we reviewed information held by RQIA about this home. This included registration information, and any other written or verbal information received from patient's, relatives, staff or the commissioning trust.

Throughout the inspection process inspectors seek the views of those living, working and visiting the home; and review/examine a sample of records to evidence how the home is performing in relation to the regulations and standards. Inspectors will also observe care delivery and may conduct a formal structured observation during the inspection.

Through actively listening to a broad range of service users, RQIA aims to ensure that the lived experience is reflected in our inspection reports and quality improvement plans.

3.2 What people told us about the service

Patients told us they were happy with the care and services provided. Comments made included "everything is good".

Patients told us that staff offered choices to patients throughout the day which included preferences for getting up and going to bed, what clothes they wanted to wear, food and drink options, and where and how they wished to spend their time.

Staff spoke in positive terms about the provision of care, their roles and duties.

Relatives spoken with told us, they were generally satisfied with the care and services provided to their loved ones, where an issue was raised this was discussed with the management who confirmed that action had been taken to address the issue.

3.3 Inspection findings

3.3.1 Staffing Arrangements

Review of the pre-employment checks evidenced that staff were recruited appropriately and that the relevant checks had been completed prior to the staff member commencing employment in the home, including explanations provided for any gaps in employment.

Staff commented positively about their experiences working in the home and were knowledgeable of their roles and the needs of the patients. Staff who were providing bespoke one to one care for some of the patients were knowledgeable of the patient's needs and the purpose of the bespoke care.

3.3.2 Quality of Life and Care Delivery

The dining experience was an opportunity for patients to socialise, the atmosphere was calm, relaxed and unhurried. It was observed that patients were enjoying their meal and their dining experience. An effective system was in place to identify which meal was for each individual patient, to ensure patients were served the right consistency of food and their preferred menu choice. Staff demonstrated their knowledge of patients' likes and dislikes regarding food and drinks, how to modify fluids and how to care for patients during mealtimes. It was clear that staff had made an effort to ensure patients were comfortable, had a pleasant experience and had a meal that they enjoyed.

3.3.3 The Environment

The home was clean, tidy and well maintained. For example, patients' bedrooms were personalised with items important to the patient. Bedrooms and communal areas were well decorated, suitably furnished, warm and comfortable. Patients were seated comfortably in various spaces across the home, to include, for example, communal spaces and their bedrooms.

There was evidence that the environment within the dementia unit had been enhanced, to include, for example a post office wall mural with contrasting colours, clear signage and quiet spaces to include a sensory room for patients.

4.0 Quality Improvement Plan/Areas for Improvement

Areas for improvement have been identified where action is required to ensure compliance with Regulations and Standards.

	Regulations	Standards
Total number of Areas for Improvement	0	3*

* the total number of areas for improvement includes three which are carried forward for review at the next inspection.

This inspection resulted in no areas for improvement being identified. Feedback from the care inspection was discussed with the management team on the 4 November 2025.

Quality Improvement Plan	
Action required to ensure compliance with the Care Standards for Nursing Homes (December 2022)	
Area for improvement 1 Ref: Standard 18 Stated: Second time To be completed by: From the date of inspection (30 January 2024)	The registered person shall ensure that a patient specific care plan is in place and that the reason for and the outcome of administration is recorded on every occasion when medication is prescribed/administered on a 'when required' basis for the management of distressed reactions. Ref: 2.0
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.
Area for improvement 2 Ref: Standard 29 Stated: First time To be completed by: From the date of inspection (30 January 2024)	The registered person shall ensure that medicine records are maintained to ensure a clear audit trail. This is stated with reference to entries on personal medication records and medicine administration records which must not be amended when there is a prescribed dosage change. Ref: 2.0
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.
Area for improvement 3 Ref: Standard 28 Stated: First time To be completed by: From the date of inspection (30 January 2024)	The registered person shall ensure that care plans for the covert administration of medicines include current patient and medicine specific detail to direct staff as to how each medicine should be administered. Ref: 2.0
	Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.



The Regulation and
Quality Improvement
Authority

The Regulation and Quality Improvement Authority

James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA



Tel: 028 9536 1111



Email: info@rqia.org.uk



Web: www.rqia.org.uk



Twitter: @RQIANews