



Inspection Report on

Beech House

27-29 Cog Road

Sully

Penarth

CF64 5TD

Date Inspection Completed

11/05/2021

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About Beech House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	14 August 2019
Does this service provide the Welsh Language active offer?	Yes

Summary

People are happy with the service they receive, and have positive working relationships with the care staff who support them. Care documentation is thorough, robust and evidences that people get the support from internal and external professionals in a timely manner. Care staff understand the needs of the people they care for and receive appropriate training to undertake their roles. Medication practices within the service are safe, robust and promote person centred care.

People are cared for in a safe environment which is decorated to a very high standard and the home benefits from large internal and external space. People have their own single rooms which have en-suite facilities, and are personalised to suit the person occupying the room. Leadership and management at Beech House is stable and effective and there are robust policies and procedures in place for the running of the service. There are quality assurance processes in place to ensure a good service is provided at all times, and the Responsible Individual (RI) completes regular visits to the service. Complaints to the service are taken seriously and safeguarding referrals are made when required. Staff recruitment is safe, robust, and staff receive appropriate support and supervision.

Well-being

People can be assured they are treated with dignity and respect. Care staff are appropriately trained and have the necessary skills to undertake their roles. Staff provide support with kindness and do their utmost to promote people's independence and dignity. Choice is offered whenever possible, with people planning their own daily routines, food choices and activity preferences. People we talked to who live at the home speak highly of the staff and tell us they like living at Beech House. There is a robust complaints policy in place and people have access to advocacy services. The management ensure that regular quality of care monitoring and RI visits are completed and include the views of people using the service. Care documentation clearly evidences the views of the person being cared for and outlines how they would like to receive their care.

People get the right care as early as possible. Care staff understand the needs of the people they care for and are able to anticipate the needs of people who cannot communicate their requirements themselves. Staffing levels are sufficient to meet the needs of all of the people living at Beech House and are reviewed regularly and when any changes may impact on staffing need. Care documentation is detailed and reflective of the person being cared for. Care plans are reviewed regularly to ensure they are current and accurate, and any updates or changes are documented immediately. Referrals are made to external professionals in a timely manner and any advice or guidance is then fed into care plans and followed. Beech House also has an internal Multi-disciplinary Team (MDT) who review the care of all residents regularly to ensure the right support is being delivered. Medication processes at Beech House are robust. People get the medication as and when they require it by staff who are trained to administer it safely.

People can be confident they are safe. Beech House has a robust safeguarding policy in place and the manager has an understanding of safeguarding legislation. Referrals are made to the Local Authority Safeguarding team when necessary and are then stored centrally with outcomes recorded. All staff undergo training in the safeguarding of adults at risk of abuse, which is then refreshed annually. The environment is safe, free from hazards and well maintained. Safety checks are completed when required and there is a fire risk assessment in place. Alarm testing and fire drills take place regularly and people have personal evacuation plans in place.

Care and Support

People can be confident they receive the right care at the right time. We examined a selection of care files and found them to be thorough, robust and reflective of the person being cared for. The files contain appropriate care plans and risk assessments that are reviewed regularly and evidence that internal and external professional support is sought as and when required. Medication processes within the home are safe and robust; where possible medication is stored in locked cabinets in people's own room to promote person centred care. We viewed a selection of Medication Administration Record (MAR) charts and found they contained all required information and all administered medication had been signed for appropriately.

Staff understand the needs of the people they support and do so with kindness, care and respect. We observed care staff and residents interacting positively and noted that staff had learned Makaton to communicate with a non-verbal resident. We overheard care staff talking kindly to residents and saw care being delivered with patience. One resident told us *"if I have scary thoughts, I talk to staff and they make it better, this is the best place I have ever lived"*. Beech House currently has some agency staff use to ensure staffing levels are sufficient to meet people's needs, however the home is currently actively recruiting staff to fill any current vacancies.

People have choice and control over their lives. People have their own personalised daily routines and do the things that matter to them. We saw care documentation which includes people's likes, dislikes and preferences as to how their care should be provided. Care plans showed people and / or their representatives are included in the care planning and review process at all times where possible. People have their own personal activity plans in place which includes the hobbies and interests of the individual. One person we spoke to said *"staff always take me bowling, to the cinema, bike riding or swimming as these are the things I like to do"*. Beech House holds regular house meetings where decisions regarding the day to day running of the home are made, but residents are able to speak with the manager at any time they wish. People choose what food they eat and when, and have the choice to do their own food shopping if they wish. There is a daily food menu in place, cooked by staff which some people choose, while others opt to prepare meals of their choice.

Environment

People can be confident that they live in a suitable environment. Beech House is made up of two large properties located next to each other and managed as one registered service. Beech House is warm, welcoming and decorated to a very high standard. The environment is extremely clean, with no malodour. We were told that there is currently increased cleaning regimes in place due to the covid-19 pandemic. The buildings are well maintained and there are large communal areas enabling people to spend time together socially if they wish. There are sufficient numbers of bathrooms and toilets available for people to use. Beech House benefits from safe, well maintained external space which people are free to use as they wish. People are cared for in single bedrooms which are warm, clean, and spacious and benefit from en-suite facilities. We viewed a number of bedrooms during inspection and saw they were personal to the individual occupying the room and contain the person's personal belongings.

People can be assured that they live in a safe environment. Beech House has secure external gates so any visitors have to ring the bell to be authorised access to the service. On arrival our identification was checked along with the result of our Covid-19 test. All staff are wearing appropriate Personal Protective Equipment (PPE) and the home has a large stock of PPE for staff and visitors.

Beech house is clutter free and all hazards have been reduced as far as possible. We saw that there are window restrictors in place and all harmful chemicals are locked away securely. Gas and electricity safety testing takes place as required and any serviceable equipment is serviced appropriately. Beech House has an up to date fire risk assessment in place, there is regular testing of the fire alarms and fire drills are undertaken. Staff are fully trained in fire safety and all residents have a Personal Emergency Evacuation Plan (PEEP) which is important as this guides staff on how to evacuate people in the event of an emergency.

Leadership and Management

People benefit from the leadership and management in place. Beech House has an RI who has excellent oversight of the service and a manager who is registered with Social Care Wales (SCW) the workforce regulator. We spoke with the manager at length during inspection and conclude that they have a good understanding of the legal requirements of the role. Safeguarding referrals are made as required and stored centrally with outcomes recorded, which are then audited for themes, patterns and trends. Regulation notices are made to Care Inspectorate Wales (CIW) where required and Deprivation of Liberty Safeguards (DoLS) applications are made appropriately. This is important as it makes placements legal where people lack capacity to make their own decisions in regard to care and accommodation. The service has robust policies and procedures in place for the smooth running of the home and regular quality assurance monitoring takes place which includes seeking the views of people using the service and or their representatives. The manager told us they feel well supported by senior management. The RI visits the service in line with regulatory requirements, and makes detailed reports, but is available and can be contacted by the manager between visits if required.

People are supported by staff who are recruited safely and well trained. We examined the staff training matrix and found staff training is largely completed with any minor gaps accounted for. Staff we spoke with told us they receive regular training and feel well equipped to do their jobs. Staff also told us they feel well supported by the management and described the manager as *“lovely, approachable and very good”*. The staff supervision matrix indicates that all staff receive formal supervision within appropriate timescales which is important as this is an opportunity for staff to discuss practice issues and developmental needs in a formal setting that is recorded. We viewed a selection of staff personnel files and found they contained all required information, bar a recent photograph of the staff member, but we were assured that this would be addressed as a priority. We saw that pre-employment checks including Disclosure and Barring (DBS) certificates and references are applied for before employment is offered; these checks are important as they determine a person’s suitability to work with vulnerable people.

Areas for improvement and action at, or since, the previous inspection. Achieved

Regulation 36(2) (c) – The service provider must ensure that any person working at the service receives appropriate supervision.

Regulation 36(2)(c)

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None

Where providers fail to improve we will escalate the matter by issuing a priority action notice. Where providers fail to take priority action we may escalate the matter to an Improvement and Enforcement Panel.

Areas where priority action is required

None

Areas where improvement is required

None

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