



Inspection Report on

Belvedere House Residential Care Home

**Belvedere House Residential Care Home
Serpentine Road
Tenby
SA70 8DD**

Date Inspection Completed

23/06/2023

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About Belvedere House Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Belvedere Care Limited
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	21 April 2021
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are very positive about the person-centred service they receive. They are supported by an exceptionally understanding and caring staff team, whom they have built up trusting relationships with. When discussing the service, a representative told us *“They (all staff) are all so good with him, I couldn’t wish for better”*. The service is led to a very high standard by the Responsible Individual (RI) and manager, people and staff told us they value their highly effective support and guidance.

The environment is homely and comfortable, with well-maintained communal rooms and grounds for people to interact with each other, their visitors and staff.

The RI is well known and respected by people who live at the service, their representatives and staff. Information from their Regulation 73 visits and internal audits inform their six-monthly quality of care review.

Well-being

People receive highly effective person centered care and support. The manager involves health and social care professionals to enable people to remain as healthy as possible. People are respected and are supported to do things that matter to them. The service is exceptional in how they help people to maintain family relationships and remain fully involved in their community. Interactions between people and the staff team are friendly and relaxed, an individual told us *"We are so fortunate to live here"*. Representatives are positive about the care and support; one said *"They care for her in the same way we as a family care for her"*. People live in a service that does not offer an 'Active Offer' of the Welsh language.

People are protected because recruitment processes and training ensure they get the right care and support. Care workers receive induction and ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People and their representatives know how to make a complaint if needed and have confidence in the manager. A representative told us *"I haven't got a cause for any complaint but I'd be straight to the RI and Manager if I did. They are so accepting and I'm confident they would deal with it"*.

The building is homely and people personalise their own rooms as they choose. Communal areas are comfortable, bright and spacious. People use the different spaces available to do things they enjoy, for example chatting with each other, reading books or papers, using technology and engaging in planned activities. Gardens are accessible and welcoming, people can do things that matter to them and keep them as healthy as possible.

People have a voice and input into the running of the service. The RI is involved in the day to day operation of the home and includes people in quality assurance. Governance processes focus on developing the service by using information from audits and lessons learned. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the home.

Care and Support

People are happy with the very high standard of care and support they receive. Individuals are encouraged to be as independent as possible and highly effective support enables them to remain active members of their local community. Care workers know people well, understand their needs and preferences. We saw many relaxed and friendly interactions between people who live and work at the home. People told us *“The staff are wonderful, so nice and so friendly”* and *“We are all good friends here”*. Staff take time to get to know people and respect them as individuals, a care worker told us *“They (people) are amazing, I love chatting and learning from them”*. People’s representatives are also positive about the care and support at the service; one told us *“The staff here treat all the residents like a member of their own family”*.

People, their representatives, care workers and professionals are involved in developing and maintaining personal plans. The provider has an innovative electronic system that ensures plans are tailored to each individual. These plans effectively guides care workers to enable people to achieve their outcomes. Senior staff exceed our expectations, they review all plans in detail every month, this ensures information is accurate, up-to-date and always focuses on what is important to people to help them achieve their goals. Documentation shows good evidence of health and social care professionals being involved and their advice is prominently displayed to ensure staff follow it. Daily notes record the individualised tasks completed and give a clear account of the day from the perspective of the person. Documentation also maps out what people need and tells the story of how the support has helped people achieve their health and well-being outcomes.

The service offers outstanding opportunities to people that enable them to be engaged in meaningful activities in the home. People regard each other as friends, enjoy socialising together. The daily newspaper is a good conversation starter and the quizzes on the back page promote lively discussions. A singer visits the service every week, people can enjoy the show from their own rooms but we saw the majority of people singing, dancing and laughing together in the garden. An individual told us *“The singer is brilliant and so much fun”*. Staff encourage people to maintain relationships with friends and family and help them to remain active members of their local community. A representative said *“The home are so supportive of us to make sure mum is part of our lives, they help her stay in contact with old friends and work colleagues. Nothing is a problem and they just sort things out”*. When discussing the services activities programme an individual told us *“We do just the right amount of activities and go into town a lot”*

There are adequate staffing levels in place to meet people’s needs and support them to achieve their goals. We observed many unrushed and positive interactions during the inspection and a representative told us *“They (staff) find time for all the residents”*.

Environment

The environment is well maintained by a dedicated housekeeping team. Communal areas are well used by people to socialise with each other, staff and their visitors. Individuals enjoy spending time in the communal areas chatting and interacting with each other. Individual rooms are personalised by people with their own pictures, ornaments and furniture. Individuals have information sheets on their room doors and strategically placed ornaments or signs that are beneficial to help people orientate around the building. People value the bright and colourful gardens, they are well used for exercise or relaxation and people enjoy planned activities in them.

The home is well maintained and pictures of the local area help connect people with their community. The provider has a planned upgrade programme and are currently painting the outside of the building, improving a bathroom and are planning to upgrade a part of the kitchen next. We were told that any issues are acted upon promptly and the provider ensures equipment is available for people to use that maintains their dignity and independence.

Regular Health and Safety audits of the property are consistently completed. Testing of fire safety equipment is up-to-date and Personal Evacuation Plans are individualised and useful in emergencies.

The kitchen has a food hygiene rating of five and people enjoy choices of a variety of freshly prepared home cooked meals. People like eating together or alone and an individual told us *"The food is fantastic"*. A representative told us *"The kitchen staff respect what he likes, they will also try him with new foods and they keep extras of the food he likes"*.

Leadership and Management

The provider has highly effective arrangements in place for monitoring, reviewing and improving the quality of the service. The RI is involved in the day to day running of the service, people and staff describe them as approachable and supportive. A care worker said *"[RI] is very supportive, they listen and are a huge support"*. Regulation 73 visits are completed every three months, the subsequent visit report evidence people, their representatives, and staff are consulted. The manager's quality report is highly effective and is used to learn lessons, identify areas to improve and enhance the overall quality of the service. This extensive information and feedback is used to inform the six-monthly Quality of Care Review.

The manager works directly with people, and we observed many positive interactions between them and individuals who live at the service. A person told us *"[Manager] is lovely, she took me to a hospital appointment yesterday and waited with me, we are so lucky to have her"*. Care workers describe the manager as approachable and supportive, one told us *"The manager is amazing, so approachable, easy to talk to and very good at listening"*. Representatives told us the manager is professional, very approachable and easy to talk to, one said *"[Manager] is so supportive and reassuring, they are on the ball and nothing is a problem"*

Care workers told us they receive high quality, regular and constructive supervision, one told us *"Supervisions are helpful and I always feel supported"*. Discussions with staff, demonstrate a good understanding around safeguarding. Procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include reference, right to work and Disclosure and Barring (DBS) checks. New staff receive a thorough induction and ongoing mandatory and person specific training to meet people's needs. A care worker told us about a training course they attended and the positive impact it had on their role and the difference it makes to people. The manager support staff to complete the 'All Wales Induction Framework for Health and Social Care' and register with Social care Wales.

Sufficient numbers of care workers meet people's needs and take time to interact with them as often as possible. Many care workers have been at the service for years and have built up trusting relationships with people and understand their circumstances. A representative told us *"All of the staff go over and above to make sure people are happy"*

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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