



Inspection Report on

Bethel House Care Home

**Hebron Hall Christian Centre
Cross Common Road
Dinas Powys
CF64 4YB**

Date Inspection Completed

8 July 2021

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About Bethel House Care Home

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| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Hebron Hall Limited |
| Registered places | 39 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 02 January 2020 |
| Does this service provide the Welsh Language active offer? | The service is working towards providing the Welsh Language active offer. |

Summary

Bethel House care home is situated in a quiet residential area of Dinas Powys and is owned by Hebron Hall Limited.

This inspection was unannounced. Graham Cheney is the responsible individual (RI) for the service and the manager is registered with Social Care Wales, the workforce regulator in accordance with legal requirement.

There are sufficient staff on duty to provide prompt assistance and staff deliver care that meets people's needs. Staff training is an area where improvements are required. Staff respect the rights and choices of individuals. People's voices are heard and their opinions valued. People receive a range of social and recreational support in accordance with their interests, however this is restricted at this time due to the COVID-19 pandemic.

The management team is visible and engaged in the day-to-day running of the service. Systems are in place to ensure the quality of the care and support provided. Care documentation has improved and reflects the care and health needs of people living at the home.

The home environment is clean and secure with some areas requiring improvement. There is a refurbishment plan in place for 2021 to address this. Due to the COVID-19 pandemic these refurbishment plans have been delayed. People confirmed that they are able to approach the manager with any issues and that they received regular support. The registered person maintains oversight of the service and the quality of care.

Well-being

Care staff treat people with respect and have good relationships. During our visit, we saw staff interacting positively and people told us they had a good working relationship that was respectful. We saw staff putting people at ease through conversation and support. People told us that they benefit from good relationships with the manager and staff.

People have a good choice of meals and drinks to suit their nutritional needs and preferences. We saw the people enjoying the meals provided and observed a calm, social time for people to enjoy. The chef told us of each person's dietary requirements and had a very good understanding of people's likes and dislikes. The home has achieved a four star (good) food hygiene rating. People can choose whether to eat their meals in the communal dining area in the company of others, or in the privacy of their own rooms. Staff ensure drinks are available throughout the day and night as required. We spoke with individuals who were complimentary about the quality and choice of food.

People feel safe and protected from harm. The entrance to the home is secure. Arrangements for fire safety and general maintenance are in place. The home is overall clean and staff practice good infection control. Overall we observed appropriate sanitisation and personal protective equipment (PPE) stations are available throughout the home and at the entrance /exits.

The home environment is mostly suited to people's needs. People can move freely in accordance to their abilities and assessed risks. Bedrooms are personalised and communal areas are spacious with various areas available to spend time. At this time, visiting is restricted because of the COVID-19 pandemic.

Care and Support

People living at the home engage in positive and meaningful interactions with staff. Conversations are cheerful and friendly, and staff have a clear understanding of the needs and preferences of the people they support. During our visit, we spoke with individuals who told us staff were kind and helped them to be as independent as possible. Staff are readily available and answered people's call bells promptly.

There are a wide range of pastimes and recreational activities available. There are two designated activity coordinators working at the home at present. People are able to enjoy art and crafts, play music, sing with others, and participate in various group games. People also benefit from one-to-one activities with staff in their individual rooms to alleviate boredom and loneliness, which is particularly important during this period of pandemic. The home has been closed to visitors since March 2020 due to the covid-19, so people require extra social and emotional support from staff. Although the manager told us visitors are allowed to visit by appointment in the adapted designated conservatory area. We saw planned activities on a day-to-day basis and staff informed people verbally of what was going on. One person told us they wanted to go for a regular daily walk. The manager told us she would address this matter, to ensure staff assisted the person daily at a regular time of their choice.

People receive support that addresses their specific needs. Personal plans have improved and evidence staff have a good knowledge of the social history and care preferences of individuals. Regular reviews of planned care are carried out and each person has a specific plan and risk assessment in place in relation to Covid-19. There is evidence in care files of support from other professionals such as GP and dietician, and staff make timely referrals as and when needed. People receive the correct medication at the correct time and staff complete medication administration records (MARs) appropriately. We saw that the temperature of the medication room and fridge had been completed on a daily basis and regular audits are carried out to identify any shortfalls regarding medication administration and storage.

Care staff know the people they support well; therefore, they can recognise any deterioration in health and well-being, and act accordingly. We spoke with a visiting GP who told us they were always contacted by staff if there were any issues of concern. People mention they feel comfortable with the care staff who provide their support. Staff are using appropriate PPE to reduce the risk of infection and although we saw sanitising areas throughout the home we discussed areas where improvement could be made.

Environment

The home is clean and welcoming. Housekeeping staff were working throughout our visit. Staff practice good infection control measures and the home is warm and as hazard free as possible. The entrance to the home is keypad-protected and visitors have to ring to gain entry. There is good access and egress for people with mobility needs. The grounds of the home are spacious and attractive and we saw lots of new garden furniture arriving for use in the warmer weather. Further refurbishment work is required and being planned which includes the upgrade of bathrooms.

People living on the first floor have had their well-being affected by the absence of a functioning passenger lift. This has now been repaired, however we have been notified following our visit that the lift had again failed and was not functioning for a further day. We advise the provider to address the transfer needs of all individuals accommodated on the first floor.

People benefit from a safe and secure environment. Staff carry out regular fire safety checks and people have personal emergency evacuation plans in place. These records provide up-to-date information for staff about the support each person would need in the event of a fire. Window restrictors are in place and staff ensure they keep all cleaning chemicals hazardous to health in locked cupboards. We identified clutter in several bathrooms, we discussed this issue with the manager who took immediate action and removed the items. This prevented the risk of cross infection and provided a more pleasant bathing environment for people to enjoy if they chose.

People's bedrooms are neat and tidy and personalised to their taste. Communal lounge areas are spacious and the home benefits from a choice of several pleasant lounge areas to sit and enjoy activities or enjoy quiet time. This also enables social distancing during this covid-19 period. We considered various records relating to health and safety, which indicated the provider maintained effective oversight to ensure the environment was safe. We saw all safety checks in relation to gas installation, electricity and safety records were satisfactory and up to date. All confidential files including care and staff files were stored securely in lockable areas. The statement of purpose describes the home and its facilities, but the provider needs to submit an updated copy to Care Inspectorate Wales (CIW).

Leadership and Management

People can be confident management monitors the quality of the service they receive. We viewed the draft annual quality assurance report and saw evidence that management seeks people's feedback about their care. The registered person visits the home on a weekly basis to speak with people and report on their findings. We spoke with staff during our inspection who feel supported in their work and told us the new manager is approachable and friendly. The manager provides the staff with one-to-one supervision in accordance with regulatory requirements. Supervision should provide each staff member with opportunities to discuss their performance, development and any concerns they may have, which is particularly important during this difficult pandemic period.

People can be assured that staff are competent to undertake their roles. We looked at three staff recruitment files and noted they contained all the pre-employment checks required in respect of any person working in regulated services.

Management told us that due to COVID-19 most training was being undertaken online. Staff are up to date with mandatory training and the manager has a matrix report to evidence this. However, we identified that several new staff recruited had not carried out manual handling training. We discussed this issue with the manager who evidenced that the training had been booked for new staff to attend and for all staff who required a refresher up date.

People have opportunities to express their views and lodge complaints. The home has a complaints policy in place and the written guide to the service informs people how to raise their concerns formally. Residents can be confident that the home is operated with their best interests at the forefront of care provision. We found regular auditing ensured residents health or any deterioration had been recognised and acted upon.

| Areas for improvement and action at, or since, the previous inspection. Achieved | |
|---|----------|
| Regulation 58(c) The provider must ensure regular auditing of the storage and administration of medicines. | Achieved |
| Regulations 15 (1) (a) (c) The provider must ensure (a) a personal plan for the individual which sets out how on a day to day basis the individuals care and support needs will be met and (c) the steps which will be taken to mitigate any identified risks to the individuals wellbeing. | Achieved |

| Areas for improvement and action at, or since, the previous inspection. Not Achieved | |
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| None | |
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| Areas where priority action is required | |
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| None | |
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| Areas where improvement is required | |
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| None | |
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Date Published 23/08/2021