



Inspection Report on

Beechley Drive

**4-6 Beechley Drive
Cardiff
CF5 3SF**

Date Inspection Completed

03/10/2023

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About Beechley Drive

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	PARKCARE HOMES (NO.2) LIMITED
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	14 June 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are happy living at Beechley Drive and have good relationships with the care staff who support them. Care staff understand the needs of the people they care for and treat people with kindness and respect. Improvements have been made to care staff levels to ensure that people get their care without delay. Personal plans of care contain detailed information and clearly guide care staff on how to care for people correctly. People are supported to be as independent as possible and encouraged to live their lives in their preferred way. Care staff receive appropriate training and feel well supported but formal supervisions need to take place more frequently. Medication processes are safe and people attend medical appointments as required. The Responsible Individual (RI) has good oversight of the service and quality assurance monitoring takes place regularly. Safeguarding referrals are made when required and monitored closely. The environment is warm, clean and suitable to meet people's needs, and steps are taken to ensure the environment is kept safe. People have their own personal bedrooms that offer space and privacy.

Well-being

People are treated with dignity and respect. Care staff have built good relationships with the people they care for and engage positively with them at all times. People are supported to be as independent as they can be but have the reassurance of staff presence. The RI engages with people during monitoring visits and People's views are sought as part of quality assurance monitoring. House meetings take place regularly to discuss any issues and to ensure people have an input into the running of the service. People are given information about the service and have access to independent advocacy services. People are at the centre of care planning and their personal goals are clearly detailed. People live in a suitable environment which meets their needs and they have their own bedroom that offers personal space and privacy.

People receive the right care without delay. Personal plans clearly outline people's needs and guide care staff on how to meet these needs. All care documents are reviewed regularly to ensure they remain up to date and accurate. Referrals are made to health and social care professionals without delay and people are administered their prescribed medication correctly. Care staff receive appropriate training and feel well supported and like working at Beechley drive. Care staff levels have been improved since the last inspection. People are supported to attend activities of their choice and choose what they eat and drink and when. There are policies and procedures in place for staff to be clear of what is expected from them. All policies are updated regularly.

People are protected from harm and abuse. Beechley Drive has a robust safeguarding policy in place and all care staff receive training in the safeguarding of adults at risk of abuse. Referrals are made to the Local Authority safeguarding team when required and then stored centrally with outcomes recorded. Complaints to the service are taken seriously and monitored closely by the RI. Care Inspectorate Wales are notified of any incidents as set out within the regulations. Care staff recruitment process are robust and pre-employment checks are completed correctly. There is a system in place to renew Disclosure and Barring Service (DBS) certificates regularly. Environmental hazards have been reduced as far as possible and safety checks of the building take place as required. There is a fire risk assessment in place and all staff attend fire safety training.

Care and Support

People get the right care at the right time. Care staff have a good understanding of the needs of the people they care for and do so with kindness and patience. Care staff levels at the service have now been improved to ensure that people do not wait for the care they need. There is a small amount of agency care staff use but the provider told us that they are actively recruiting to fill the care staff vacancies. Personal plans of care are thorough, robust and contain detailed information about people's needs and how they should be met. These documents are important as they guide care staff on how to care for people correctly. There are risk assessments and further information in place, and all documents are kept under review. Medication processes are safe and robust. Medication is stored safely and administered correctly in line with prescription. People attend medical appointments as required and any advice or guidance is added to personal plans. People told us that they like living at Beechley Drive and spoke positively about the care staff. One person said, *"I am happy here, they look after us well"*.

People have autonomy over their own lives. People have their own personal daily routines and do the things that matter to them. People are encouraged to be as independent as they can be and to make their own choices where possible. Personal plans of care are person centred and contain people's likes, dislikes and preferences as to how their care is provided. People are encouraged to engage in the assessment and review of their needs to ensure their voice is heard. People have access to independent advocacy where required. We saw people being supported to attend activities of their choice in the community including shopping, coffee shop and beauty appointments. We were also told that some people attend day services and education. Visitors to the service are welcomed and people are also supported to visit their loved ones. People are encouraged to keep in contact with family and friends regularly to ensure they maintain relationships. People have choice in regard to meals, drinks and snacks and are encouraged to assist with the food shopping for the home.

Environment

People live in a suitable environment. Beechley Drive is made up of two semi-detached houses in a residential area of Cardiff that benefits from local amenities and good transport links. The service benefits from good communal space including lounges and dining areas that enable people to take part in group activities and spend time together. There is safe outdoor space with suitable furniture for people to use as they wish. There are a sufficient number of bathrooms and toilets throughout the service, all of which are clean and in good working order. The home is warm and welcoming but would benefit from some cosmetic redecoration in places. We saw evidence of good cleaning processes within the service and we did not detect any malodour during our visit. People have their own single bedrooms which are warm, clean and personal. People are encouraged to decorate their rooms to their preferred taste and supported to take pride in their personal space. People told us that they are happy with their bedrooms and are free to access them as they wish. Some bedrooms benefit from en-suite facilities.

People can be assured they live in a safe environment. On arrival to the service, we found the main entrance secure and we were asked for identification before being permitted entry to the home. We were asked to sign the visitors book which indicates that visitors to the service are monitored. We did a tour of the building and found the environment is clutter free and hazards have been reduced as far as possible. Harmful chemicals are locked away safely and window restrictors are in place. The building is well maintained and checks including gas and electricity safety testing are completed in line with legal requirements. There is a fire risk assessment in place and fire alarms and emergency lighting are tested regularly. Everyone living at Beechley Drive has a Personal Emergency Evacuation Plan (PEEP) in place. PEEPs are important as they guide staff on how to evacuate people in the event of an emergency.

Leadership and Management

People benefit from leadership and management in place. Beechley Drive benefits from an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the running of the service and we reminded the provider to ensure the statement of purpose is kept under review and up to date. People are given detailed information about the service they can expect to receive which includes details of how to complain if they are not happy with the service. The RI engages with people during their monitoring visits and quality assurance monitoring takes place regularly. Quality assurance monitoring indicates that the provider is committed to providing a quality service and making improvements when required. The manager understands legal requirements of caring for vulnerable people and makes referrals to the Local Authority safeguarding team when necessary. Safeguarding referrals are stored centrally which is good practice as they can then be monitored for themes, trends and patterns. Complaints to the service are taken seriously and dealt with appropriately.

People are supported by care staff who are well trained and safely recruited. Care staff receive appropriate training to the roles they undertake and feel confident and able to do their jobs. Care staff told us that they feel well supported working at Beechley Drive and can discuss issues with the manager at any time. One staff member said, "*I love my job*", and another staff member said, "*this is a good place to work*". We found some gaps in formal supervisions and were assured that this would be addressed as soon as possible. Supervision is important as it is an opportunity to discuss any practice issues or needs in a formal setting that is recorded. We examined a selection of care staff personnel files and found that they mostly contain the required information. We were able to see staff recruitment is safe and robust with pre-employment checks including DBS certificates and references being applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

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
34	The staffing levels are not in line with those set out in the statement of purpose and need to be increased to ensure the safety and well-being of people using the service.	Achieved

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