



Inspection Report on

Bevans House

**7A
STATION TERRACE
NEATH
SA10 9DH**

29 June 2021

29/06/2021

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About Bevans House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Care 4 U (Neath) Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	24 June 2019
Does this service provide the Welsh Language active offer?	No

Summary

Bevan's house is a care home located in the village of Seven Sisters. The home is registered with Care Inspectorate Wales to accommodate up to six people. The statement of purpose says the service provides care and support for people who have needs arising out of an acquired brain injury. The Responsible Individual (RI) is Mark Richards who oversees the services strategic operations. There is also a manager who is registered with Social Care Wales and sees to the day-to-day running of the service.

People benefit from a good standard of care delivered by an experienced team of care workers. Written information in personal plans highlight people's needs, routines and preferences. Robust risk assessments and management plans are present to keep people safe. Care workers know the people they support well and are able to anticipate their needs. The service promotes choice and independence which enables people to do the things that matter to them. There are measures in place to keep people safe from harm and abuse including safe recruitment arrangements, policies and procedures and staff training. The environment is maintained to a high standard and provides people with comfortable surroundings that supports their well-being. We identified a number of areas for improvement. These relate to the review of plans and the services quality of care review.

Well-being

The service considers people's individual circumstances. Personal plans identify people's outcomes and are reflective of people's preferences and routines. They provide care workers with clear guidance on how to support people to meet their needs. Risk assessments provide comprehensive information on how best to support people to stay safe. The service reviews personal plans regularly, however, improvements are required to ensure the service is meeting legal requirements.

The service adopts suitable measures to keep people safe. Staff are recruited via a robust recruitment process which ensures all necessary checks are carried out before they start employment. An on-going programme of core training and appropriate levels of supervision make certain staff are equipped with the skills and ability to carry out their duties effectively. Written information such as policies and procedures relating to adult protection are present. The service has infection control measures in place that are in line with current Public Health Wales guidance.

People live in accommodation that supports their well-being. The home benefits from a schedule of maintenance and repair. We did not identify any hazards on the day of our inspection. People are happy with the homes communal areas which are clean, tidy and well presented. People's bedrooms are suitably furnished and individualised to their choice.

Care and Support

People are happy with the care and support they receive. Feedback from people living at the service and their representatives indicates the standard of care provided is good. People spoke highly of care workers saying *“The staff are lovely, all really approachable”* and *“The staff are good, I like them all”*. There is an established team of care workers that provide continuity of care. They are able to communicate with people effectively and recognise signs of deterioration.

Personal plans are outcome focused and person centred, which means the person is central to the care and support they receive. Plans contain detailed personal history and information relating to people’s preferences as well as providing care workers with clear instructions relating to care delivery. Robust risk assessments and risk management plans identify people’s vulnerabilities and give care workers guidance on interventions that will keep people safe. There is evidence people’s progress is monitored, however, these arrangements need strengthening. The service has to ensure relevant parties are included in the review process. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

There are measures in place to keep people safe. Care workers are aware of their safeguarding responsibilities and know the procedure for raising a concern. This is supported by training that helps care workers identify the signs of abuse and neglect. Policies regarding the safeguarding of vulnerable adults and whistleblowing are present. We noted the services safeguarding policy needs updating to ensure the information in it is current. We discussed this with the RI who assured us it would be actioned. Medication is securely stored and is only accessible to authorised personnel. There is a medication policy in place which provides overarching information relating to the storage and administration of medicines. Records show that medication is administered correctly.

Infection control measures reduce the risk of cross-contamination. There is an infection control policy in place and care workers receive infection control training. All visitors to the service are required to complete a lateral flow Covid-19 test and complete a Covid-19 questionnaire before entering the building. Visitors are also required to wear appropriate levels of personal protective equipment (PPE). The service has access to the most up-to-date Public Health Wales guidance relating to Covid-19 and has adopted a thorough cleaning regime.

Environment

A comfortable environment supports people's well-being. The home is clean, tidy and appropriately furnished. Restricted areas such as storage rooms are kept locked and are only accessible to authorised personnel. People are able to personalise their rooms to their preference. We looked at a number of people's rooms and found them to be individualised and contained items that were important to them. All bedrooms benefit from en-suite bathroom facilities. There are appropriate communal areas for people to enjoy including a garden to the rear of the building, living room and dining room. The home is situated in the village of Seven Sisters and has good access to local shops and facilities.

There is a programme of maintenance and repair in place, which helps promote the safe operation of the home and its facilities. We looked at records in respect of equipment, gas, electrical and water safety, found them to be up-to-date, and certified by appropriately trained trade's people. Fire safety records are up-to-date and demonstrate regular fire related safety checks and fire drills. A fire risk assessment is in place and people have personal emergency evacuation plans. Other written records include fridge and freezer temperature checks and fire door checks which are completed on a daily basis. All windows on the upper floor are fitted with window restrictors to ensure people's safety.

Leadership and Management

There are systems in place to ensure care workers have the skills required to provide quality care and support to people living at Bevans House. Records show the service is largely compliant with its core training requirements. We were told that the services training schedule was affected by the pandemic which meant the cancellation of all face to face training. The service is now using a system where care workers can access online learning. All care workers receive supervision in line with regulation, where they are able to discuss operational matters and personal development with their manager. Care workers overall performance is reviewed annually when they receive an appraisal.

Arrangements for governance and quality monitoring require strengthening to ensure the service is able to identify areas for improvement. The RI visits the service regularly and meets with people connected to the service to discuss service provision. A quality of care review takes place on a six monthly basis. However, the quality of care report does not contain the regulatory required information including information relating to the services strengths, areas for development and the analysis of events such as safeguarding matters, complaints and concerns. We discussed this with the RI who assured us he would address the issue.

A rigorous recruitment process ensures care workers suitability before commencing employment. We looked at recruitment records, which confirmed care workers had provided information such as employment history, references and completed a Disclosure and Baring Service (DBS) check. This information helps to safeguard people by ensuring care workers have the right qualities to work with vulnerable people.

Written information including a range of policies and procedures support service delivery. The service has a statement of purpose that sets out its aim's, objectives and ethos. We examined this and found that the provider is delivering services in line with this document. A written guide contains useful information for people living at the service including a summary of the statement of purpose and the services complaints procedure.

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

None

Areas where priority action is required

None

Areas where improvement is required

When carrying out a review under this regulation the provider must include the individual, placing authority and individuals representative.

Regulation 16(4)

As part of any review undertaken the RI must make arrangements for (a) considering the outcome of the engagement with individuals, (b) analysing data on incidents, safeguarding matters, whistleblowing, concerns & complaints (c) reviewing any action in relation to complaints, (d) considering any audit of the accuracy and completeness of records. (4) On completion of the review the provider must prepare a report which must include an assessment of the standard of care and support and recommendations for improvement.

Regulation 80(3) & (4)

The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

Date Published 26/07/2021