



# Inspection Report on

**Beechlea**

**14 PANTYCEFN ROAD  
MARKHAM  
BLACKWOOD  
NP12 0QD**

## **Date Inspection Completed**

02 September 2021

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## About Beechlea

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Abbey Ambitions
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture

### Summary

Beechlea is a care home, which is able to accommodate up to four residents. Sam Gloster is the Responsible Individual (RI) who has overall responsibility for overseeing the management of the service. A suitably qualified and experienced manager oversees the day-to-day running of the home, along with another small home. The manager is registered with Social Care Wales, the workforce regulator.

People and their representatives are happy with the service they receive; they speak highly of the care staff and management of the home. Care workers feel well supported and valued by the management team. The RI provides a regular presence at the home and has a sound oversight of the service, which is evidenced in his detailed and thorough reports. The manager is supported by a deputy manager and the home is well run. Improvements are required to the completion of suitability checks prior to care staff commencing work at the service.

Care staff and residents have positive relationships. Care staff understand the needs of the people they support and deliver care in a respectful and dignified way. People have control over their own lives and are able to make their own choices, as far as possible. Care documentation is detailed, robust, easy to understand and reflective of the person being cared for. Referrals to health professionals, such as General Practitioners (GP's) are made promptly as required. The environment is clean, warm and welcoming; People have their own rooms, which are personal to them and contain their own belongings.

## Well-being

The individual circumstances of people are considered. People's individual plans are person centred and specific to their needs and preferences. People have autonomy over their own lives as much as is possible and staff know what they like and dislike. This ensures that care staff can support people with a continuity of care. Care documentation highlights what people are able to do for themselves and care staff encourage people to be as independent as they can be. Detailed risk assessments are in place and people are supported to be as independent as possible, whilst maintaining their safety. People are provided with a varied menu of healthy meal choices and are supported by care staff to improve their cooking skills and independence in the kitchen. Care workers record detailed notes on people's progress and well-being throughout the day, which informs regular reviews of personal plans.

People have their own rooms, which are warm, clean and personalised to their own taste. People have family photos, cards and collectables in their rooms, which gives a homely feel to their surroundings. Care and support is provided in a safe environment.

People are treated with dignity and respect. People are supported to maintain their personal appearance and all residents are well cared for. Staff support people with care, compassion and good humour, which helps to promote good relationships. During the visit, we saw staff supporting people in the kitchen and chatting to them whilst watching TV together. We saw that people have choice about how and where they spend their time, with activities readily available. People told us that they are supported to do the activities of their choice in the home and the local community. This means people can do the things they enjoy which supports their sense of well-being.

People are protected from harm or abuse. Staff are trained in the safeguarding of adults at risk of abuse and understand how to report suspected abuse. A safeguarding policy is in place, which is kept under regular review and refers to current best practice and guidance. The home is secure and monitors visitors entering the building. Beechlea is clutter free and safe from hazards as far as practically possible.

## Care and Support

People receive the support they require, as and when they need it. Throughout the visit, we saw there were a sufficient number of care staff on duty to support people. We saw staff interacting well with residents and evidence of positive relationships. Care workers provide care with genuine warmth and compassion. People and their representatives are complimentary about the support provided, communication from the management and the way the home is run.

People have choice and autonomy. We saw that personal plans of care highlight people's preferences, likes and dislikes. During the inspection, we saw staff understand people's needs and preferences. Some people chose to engage in activities while others chose to spend time doing other things of their choice, including chatting to staff or watching TV. There is a wide range of activities available to people, both within the home and the local community.

Residents' files contain all the required information including risk assessments and personal plans of care. These are reflective of the person being cared for and are regularly reviewed and updated. We saw evidence that referrals are made to external health and social professionals as and when required. Information regarding people's needs are recorded within their personal plans, with guidance to care staff in how to meet those identified needs. Care records evidence staff are providing care and support in line with people's personal plans.

Robust medication procedures are followed to ensure people receive their medication as prescribed. We found medication which had been administered, was accurately recorded on the persons Medication Administration Record (MAR) chart. Where 'as required' medication have been administered, the reason for this is clearly recorded on the person's MAR chart. We noticed that the effectiveness of this medication was not recorded and we discussed this with the manager. They told us that they would address this matter.

Robust infection prevention and control procedures are followed. We saw all staff wearing the appropriate personal protective equipment (PPE) throughout our inspection visit; however, we did need to remind one of the care workers to pull their mask up over their nose. On arrival, our temperature was taken and the person in charge checked that we had a recent negative COVID-19 test result. Welsh Government guidance is being followed to allow visitors safely into the home and we saw appropriate risk assessments are completed and reviewed in relation to this.

## Environment

People live in an environment that meets their needs and promotes their well-being. Beechlea is warm and welcoming. We saw that increased cleaning was taking place due to the Covid-19 pandemic. PPE and hand sanitizer was readily available throughout the home.

The home has a rating of five from the Food Standards Agency, which is the highest rating possible and means the hygiene standards are very good and comply with the law. We viewed a selection of bedrooms and saw they are warm, clean, and personalised to each resident's tastes.

The environment is homely and decorated to a high standard throughout. The kitchen, utility room and communal bathroom are well maintained, clean and tidy. We saw that some cleaning products were left on a shelf in the bathroom; the manager told us that the residents could not reach the shelf but assured us that these products would be locked away. The lounge is homely and has well maintained furniture. There is outdoor garden space available however, we saw the wooden garden furniture and garden decking area requires re-painting. We saw this had been identified by the provider and this work is recorded on the planned maintenance list to be completed this year.

People benefit from a safe and secure environment. On arrival, the main door was secure, our identification was checked and we were asked to sign the visitors' book. We viewed the maintenance file and were able to see that all serviceable equipment has been checked to ensure its safety. Regular checks of the fire alarms take place at the home and staff are trained in fire safety. People living at the home have a Personal Emergency Evacuation Plan (PEEP), which is important as it guides staff on how to evacuate people in case of an emergency. We identified the fire drill is overdue which the manager assured us would be addressed as a priority.

## Leadership and Management

People benefit from effective leadership and management. The model of care documented in the service's statement of purpose accurately reflects the support provided. This was evidenced through reviewing people's personal plans, discussing people's care and support needs with their relatives and representatives and through our discussions with care staff.

The RI has undertaken regular quality assurance checks to ensure that the service is overall compliant. These are evidenced in the RI reports, which are comprehensive and clearly identify the service areas to be improved as well as celebrating the home's successes. Feedback from residents and staff is used to inform the quality assurance process. The home promptly submits the required notifications to Care Inspectorate Wales (CIW) and the provider is open and transparent in their dealings with the regulator. The provider has relevant policies in place, which are kept under review.

Care staff receive regular supervision with their line manager. This one-to-one support provides opportunity for staff members to discuss any concerns or training needs they may have and for their line manager to provide feedback on their work performance. Care staff have the opportunity to attend team meetings and discuss the operation of the service. Care staff can contribute any ideas they may have. We saw that personnel files are well organised but the information required by the regulations is not available for all staff. One file we reviewed did not have the required two written references from previous employers and another did not contain sufficient detail of the person's previous employment history. We expect the provider to take action to address this and will follow it up at the next inspection.

Staff told us that they feel valued and well supported in their roles. The manager and deputy manager are well regarded by the staff team, residents and their families. The management team are approachable and lead by example in running the service. Care staff are well trained in all aspects of their work and support people calmly and confidently with warmth and compassion.



**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	
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**Areas where priority action is required**

None	
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**Areas where improvement is required**

Ensure that all relevant pre employment checks are completed before staff start working at the service	Regulation 35(2)(d)
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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.

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