



Inspection Report on

The Beeches

**The Beeches
Western Road
Swansea
SA6 5DY**

Date Inspection Completed

28 January 2022

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About The Beeches

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	aspire Support Options Limited
Registered places	9
Language of the service	English
Previous Care Inspectorate Wales inspection	23 September 2019
Does this service provide the Welsh Language active offer?	The service does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

The Beeches is a small care home service for adults with mental health support needs. Nestled in the village of Clydach in Swansea, it sits off the main road with its own driveway and car parking area to the front of the property and a large secured garden to the rear. People living in The Beeches are treated with dignity, compassion and respect and are supported by a consistent and dedicated staff team who know them well. People are supported to build on their independence by a consistent staff team. There are systems in place to ensure that care plans are reviewed regularly to reflect peoples changing needs and encourage further progression of their independence. People appear settled in the service which is homely, personalised and well maintained. Care workers are content in their roles, and trained sufficiently. They are supported by an approachable and visible management team. There is good oversight of how the service is being delivered through routine audits, monitoring, obtaining feedback from people and planning for the future.

Well-being

People have a voice and are treated with dignity and respect. People are involved with the writing of their personal plans with the assistance of a familiar key worker. These plans are reviewed and updated with people to ensure they consistently meet their needs. Encouragement is given to people to progress with their goals and ambitions and they are challenged to maintain and improve their independence. People appear happy and settled in the service and those spoken with were complimentary of the care they receive.

People's physical, mental health and emotional well-being is promoted. Medication is managed well in the service and there are good procedures in place for the recording, storing and auditing of stock levels. People have indicators in care plans if they are displaying any signs of change in mental health and care workers are able to adapt their approach to support them effectively. Medical advice is sought promptly when required and routine appointments are attended and logged with any actions required shared with care workers accordingly.

People are supported to maintain relationships. Care workers know the people they support well and have good relationships with them. The service encourages relationships between people and their families whenever possible. People are encouraged and supported to access the community and participate in activities including their share of domestic tasks within the home. We saw good camaraderie between people living in the service and care workers.

People are protected from harm and neglect. We saw that care workers have completed safeguarding training and those spoken with are clear about their responsibilities and the procedures to follow if they have any concerns about people they support. Environmental checks take place routinely to ensure the service is comfortable and safe for people. There are good procedures in place to minimise the risk of Covid-19 infection in the service.

There is good oversight of the service. The responsible individual (RI) is visible in the service on a weekly basis and reports are completed to demonstrate the ongoing improvements and monitoring of the service. Staff are trained and supported in their personal development by a dedicated and consistent management team.

Care and Support

People are involved in the planning of their care to ensure they are provided with the quality of care and support they need. People we spoke with are content in the service and are complimentary about the support they receive. One person said “*They are great here, they do a great job fair play*”. We looked at two care files and found that personal plans are focussed on peoples goals, what matters to them and how best to support them with their goals. We saw that these plans were a continuous programme of development for the person and were reviewed routinely with new goals set once others were achieved to build on their independence. The care team told us of people who were supported to progress to more independent living in the community after their time in the Beeches. People have an allocated key worker who carries out monthly one to one reviews which ensures their involvement in the care planning process and maintains a consistent approach to their personal development. Up to date risk assessments are in place to provide care workers with adaptable approaches to deliver care and to minimise risk to people.

People are encouraged to do things that matter to them. We saw that people were supported to access the community on a daily basis and go to the gym and shopping. We saw that there was training in place to assist people to gain independence to use public transport confidently and people were also supported to attend work. There are numerous photos on display of different trips and days out people have enjoyed and people were going out to various activities on the day of the inspection. People are actively involved in the upkeep of their home and encouraged to do domestic duties which include laundry duties and cleaning their rooms. People are actively encouraged to keep in touch with family and friends where possible.

There are safe systems in place for the management of medication in the service and to maintain people’s health. We saw that medication is stored securely in a cupboard and appropriate temperature checks are in place for safe storage conditions. Medication Administration Record (MAR) charts are completed accurately with signatures of care staff visible. Medication used on an as needed basis (PRN) are also recorded accurately. We saw that routine medication audits are carried out and there are good systems in place to ensure stocks of medication are maintained appropriately. People are supported by care workers who know them well and are able to recognise signs of mental ill health and able to respond appropriately. We saw that people are supported to attend medical appointments both urgent and routine as required and referrals to other professional support are carried out in a timely manner.

The service promotes hygienic practices and manages the risk of cross infection. We saw that care staff wear Personal Protective Equipment (PPE) appropriately. On entry to the premises we were asked to evidence our negative lateral flow test results prior to entering the home. Care workers partake in weekly testing regimes to minimise the risk of Covid-19 and to follow current guidance.

Environment

The provider ensures that individual's care and support is provided in a location and environment with facilities and equipment that promotes achievement of their personal outcomes. The Beeches is set back from the main road and is not overlooked by other properties. There is a large secure garden to the rear of the property with numerous sheds, a seating area and a designated smoking area. The service have laying hens that roam freely in the garden which people enjoy caring for. Internally the service is in good state of repair with two communal lounges, a conservatory and a large fully equipped kitchen which enables people to socially distance when needed. There is a laundry room in the basement of the building which people access with supervision. People are encouraged to maintain the cleanliness of their home and there is a rota system in place to ensure everyone contributes. Bedrooms seen are personalised and most have en-suite facilities. People appeared comfortable in their rooms, one said *"I love it here, it's my home, and my room is nice and comfy"*.

The provider has procedures in place to identify and mitigate risks to health and safety. We saw that there were routine fire checks and drills carried out at the service and saw that environmental checks including water temperature checks are carried out appropriately. Certificates for fire safety, gas and electric are all up to date. Senior care workers explained that there were plans for redecorating however the Covid-19 pandemic had delayed this work. They told us that one of the lounges was going to become a more focussed activities centre and a pool table has been ordered. We confirmed after the visit that redecoration has now taken place and the pool table has been delivered.

Leadership and Management

People are supported by a care team who are dedicated, skilled and trained to adapt their approach to support people more effectively to meet their needs. We looked at two personnel files and saw that all recruitment documentation and checks are in place including up to date Disclosure and Barring Service (DBS) checks. We saw that care workers are up to date with mandatory training as detailed in the service's statement of purpose (SOP) New staff members are enrolled onto the QCF qualification soon into their employment once they have completed the All Wales induction framework (AWIF). Care workers receive routine supervision and annual appraisals and feel supported in their roles. Care workers spoken with were complimentary of the support from the management team and the progression available in their career. Comments included: *"you're encouraged to grow as a person in this job"* and *"I love it here, there's plenty of support from senior and management teams"*.

The provider has arrangements in place for the effective oversight of the service through ongoing quality assurance. The provider completes the regulatory bi-annual quality of care report and we saw these contain updates about the service, what the service has achieved since the previous report, feedback from people and staff and plans for future improvements. The RI visits the service routinely and has good oversight of the service. There is good communication with the manager and senior care team and good procedures in place to maintain the smooth running of the service when the manager is on leave.

The service provider has oversight of financial arrangements and investment in the service. The service is well maintained and issues detected during the inspection have already been addressed, the RI looks for ways to improve the service and this is evident in their quality reports. People are involved in decisions within the service and assist in choosing the colour of paint for walls and furniture. Staffing levels in the service are good with flexibility in planning to accommodate for people's planned activities and spontaneous events as they arise. Care workers told us that staffing levels were good and if ever there were problems, support could be accessed promptly.

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
N/A	No non-compliance of this type was identified at this	N/A

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