



Inspection Report on

The Beeches

**Doridale Ltd
The Beeches
131 Norman Road
Wrexham
LL13 7BG**

Date Inspection Completed

30/06/2022

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About The Beeches

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Doridale Ltd
Registered places	12
Language of the service	English
Previous Care Inspectorate Wales inspection	Click or tap here to enter text. 22/7/2019
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy with the care and support they receive from trained care workers, and with the environment they live in. Care staff are knowledgeable, respectful, caring and are available in sufficient numbers to meet people's needs. People receive the care and support they require. People are well kempt. There are opportunities for people to take part in regular activities and have a choice in the food they eat at mealtimes. Managers have effective oversight of the service. The views of people living and working at The Beeches are taken seriously. There is clear evidence of on-going investment in the home.

Well-being

People have control over their day-to-day lives. People are involved in choosing the care and support they receive, and this is reflected in people's care documentation which is reviewed regularly. People's personal plans are up to date and are an accurate reflection of the person, their requirements and the outcomes they wish to achieve.

People are happy with the range of activities available to them and get on well with care staff. The rapport between care workers and people is good, with some care staff being able to speak Welsh with Welsh speakers. People can express their views and the service is accommodating to people's preferences. People enjoy their experience at mealtimes.

People are protected from abuse and neglect. Risk assessments are adequate and personal plans are in place, accurate and kept up to date. Training records and our discussions with care workers showed they are trained in and understand safeguarding of adults at risk of abuse. Other training areas are also up to date. Policies and procedures are in place to protect people and staff recruitment processes are robust.

The service supports people to achieve their outcomes. Works to the interior and exterior of the home are on-going and show continued investment in the home. The home is clean, and comfortable and bedrooms reflect individuality

Care and Support

People can be confident carer workers have an accurate and up to date plan for how their care is to be provided and they receive the quality of care and support they need, which people confirmed. Personal plans accurately reflect the needs of the individual being supported and give care staff instruction on how to support the person. These documents are reviewed at appropriate intervals and in line with regulation. Personal plans are specific to the person and focus on the outcomes for them. We viewed personal plans which reflect information held in health care professionals' documents on the individual's personal files. We viewed people's risk assessments which were not detailed, accurate and did not give staff adequate instruction on how to manage people's risk. Senior managers had been alerted to these failings at a previous meeting with professionals. However, since the inspection, senior managers have shown us new risk assessments that have been completed which are more appropriate and reflect risk more accurately. We were told by managers and care staff they are advised of any changes to people's care and support requirements in a timely fashion.

People receive personalised care and support. Meal options, daily routines, and the activities they could be involved in show people living at The Beeches have choice in the lives they lead. We observed care staff clearly know people well and saw care workers interact with people positively and with care and kindness. We witnessed a care worker speaking in Welsh with someone, as this was the person's first language it had a calming and re-assuring affect upon the person. A mealtime was observed and seen to be a positive experience for all. Staff ate their lunch with people in the dining room and are attentive, courteous, and interact well with people. We saw people engaged in activities and people we spoke with confirmed there are enough activities for them to be involved in.

People are safeguarded from harm and neglect. People we spoke with told us they felt safe and secure living at The Beeches. People are well kempt and able to decorate their rooms as they wanted. We saw evidence in people's files healthcare professionals are contacted in a timely fashion if required and checks such as people's weight are taken appropriately. We also saw evidence of people having a bath or shower regularly and regular appointments with professionals are made and kept.

Environment

The service provider ensures the environment supports people to achieve their personal outcomes. We viewed people's rooms which are clean and show they can be personalised as they wish. This helps people with their sense of orientation and belonging.

Arrangements are in place to ensure risks to people's health and safety are identified and mitigated. We saw evidence appropriate checks are being undertaken for visitors upon arrival in regards infection control. The home is clean and being cleaned thoroughly every day. Maintenance records show audits of the environment are carried out to identify and address problems and servicing and testing of equipment is carried out regularly. We saw in one person's room the toilet was broken, we were advised this would be dealt with quickly, the provider had problems securing a contractor to conduct the work. The toilet door had been secured inappropriately, which the senior manager was asked to rectify, they assured us this would be done. We also saw evidence of recent investment in the home with new flooring and decoration having recently been completed. Works to a boundary wall was also being undertaken at the time of the inspection. Though the flooring and decoration to the first floor is adequate, senior managers advised new flooring and decoration are to be completed to this area in the next few weeks, showing investment is on-going.

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service and to ensure good care and support is provided. We saw evidence which shows the responsible individual (RI) undertakes their regular reviews of the service in line with regulations. A quality assurance review is undertaken to ensure people's continued satisfaction. There are a range of policies and procedures which staff familiarise themselves with to make sure the service is run safely and as intended. There are formal systems of managers audits in place to review the day-to-day operation of The Beeches.

People are supported by trained care workers who are safely employed in sufficient numbers. We saw the manager conducts all the required checks to vet people before they are employed. Training records show care staff are equipped with the knowledge they need to meet people's needs. Care staff told us the training they receive meets the needs of the people whom they are supporting. We spoke with people who said they get the care and support they require. Care staff told us managers take issues seriously and management support is good. One care worker told us management support is "*Excellent.*"

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
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Date Published 30/08/2022