



Inspection Report on

Bevans House

Neath

Date Inspection Completed

06/12/2022

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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	29 June 2021
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People say they are happy at Bevans House. A relaxed atmosphere throughout helps people and visitors feel at ease. Care workers assist people to have control in how they live. They invite each person to be involved in discussions about the things they do and encourage people to do things that are important to them.

Care workers are well supported and receive sufficient training for their roles. They demonstrate good knowledge of the people in the home and want to make a positive difference to peoples' lives. Good communication channels are evident, with robust monitoring of the quality of support people receive.

Well-being

Overall, people at Bevans House have control over their lives. Each person knows and understands what opportunities are available to them. They and/or their families are actively involved in any changes to their personal plans. Care workers work with people to ensure they receive the information they need. Some care records contain pen-pictures and 'This Is Me' documents which describe the person's personal preferences, background and family histories, and identify people who are important to them. The manager is intending to develop this with each person in the house. All people using the service have details of the complaints process should they need to use it. People can access advocacy services where they want independent support in issues which affect them.

As far as possible, people are safe and protected from abuse. People say they feel safe, and the staff team protects their privacy and personal information at all times. Care workers have been through the provider's robust recruitment process and are monitored by the manager to ensure they are meeting people's needs as they wish. The home's safeguarding policy and procedure is in line with current legislation and local safeguarding procedures.

People are relaxed, comfortable and know what opportunities are available to them: they do things that make them happy. Care workers encourage people to make choices and decisions about how they spend their time. People personalise their rooms according to their tastes, hobbies and interests.

The home is working toward providing the Active Offer of the Welsh language; this means being proactive in providing a service in Welsh without people having to ask for it. There is currently no demand for Welsh-speaking support, but the manager is considering making some documents available bilingually, in Welsh and English, should the situation ever change.

Care and Support

Senior staff carry out pre-admission assessments before people move into the home and consider a range of information to ensure they can meet their needs, such as essential knowledge that families can pass on and reports from previous placements. This is an ongoing process as people look to become more independent and move on. Care workers regularly give people the time they need to talk about any anxieties.

Care records describe what is important to people and personal plans clearly describe each person's needs and how they wish to live their lives. Assessments of physical and mental health and risk assessments help to maintain people's independence. The manager reviews care records every month - or more frequently, wherever needs change - so they remain up to date at all times. Relatives say, *"It's absolutely lovely here. We've never had anything to complain about. They are really good."*

People talk to care workers about the things they like to do each week. Everyone in the house seems to get on well: they have known each other for many years. Some people have enjoyed gardening in the past and there are plans to reintroduce this idea in the near future. There are plans for people to use a local allotment and to make some raised beds in the back courtyard. Local shops are within walking distance and people also visit their families.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers refer to infection management policies when necessary. Cleaning products are stored securely and there are guidance notes for anyone who handles them.

Environment

Overall, people live in a suitable environment. The home is homely, safe, warm and clean. Some areas have been refurbished with new doors. People say they feel comfortable

and happy. One person told us, “*Yeah, great here.*” The house is large, so people can choose different areas to socialise in or be by themselves. There is a large kitchen-diner, a lounge, a smoking room and a courtyard outside. Bedrooms are spacious and personalised to reflect each occupant's taste and interests, with items such as ornaments and photos.

People are safe from unauthorised visitors entering the building, as all visitors ring the front doorbell before gaining entry. All confidential records are safely stored and only available to care workers who are authorised to view them.

Clear infection control procedures are in place. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. The manager completes regular audits of the environment to ensure all areas remain safe for people.

Leadership and Management

Overall, the provider has a clear vision of the service it provides, and a positive regard to each person in the home. Monthly audits monitor all aspects of people's support, including medication, all health and safety issues and infection control measures in place. Any issues

are promptly resolved. In addition, all developments and monitoring of peoples' support throughout the home are monitored in three-monthly visits by the Responsible Individual (RI) and six-monthly quality of care reports. Employees may discuss any issues they wish to raise in supervision meetings. People know how to make a complaint if they need to and are confident the manager would listen to them if they did. The RI is in regular contact with the home and provides good support to the staff team.

The provider ensures there are enough knowledgeable and skilled care workers available for people. Pre-employment checks take place before new employees start work: these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' All employees are up to date with their essential training and undertake specific training relevant to the people they support. For example, dementia and autism awareness. Staff meetings give employees the opportunity to keep up-to-date with developments in the service.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's well-being and detailed risk management plans help to keep people healthy, safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe: they would approach the manager but would also contact external agencies such as the local safeguarding office if they thought they needed to.

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
16	Regulation 16(4) – When carrying out a review under this regulation the provider must include the individual, placing authority and individuals representative.	Achieved
80	80(3) & (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.	Achieved

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