



Inspection Report on

Bellwave House

**23 Mary Street
Porthcawl
CF36 3YL**

Date Inspection Completed

20 January 2022

20/01/2022

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About Bellwave House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Serendipity Care and Support Ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	21.09.2019
Does this service provide the Welsh Language active offer?	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

Bellwave House provides good quality, person-centred care. People appear happy, settled and well cared for. The home environment is pleasant and comfortable. Personal plans ensure care workers know the level of support each person requires. Activities available support people to positively occupy their day. The management and monitoring of medication ensures good practice is maintained. The service has good infection control measures in place and access to a sufficient supply of personal protective equipment (PPE). The service needs to keep policies updated and relevant to maintain the safety and well-being of people who live at the service. The management team are committed to the ongoing development and improvement of the service. The responsible individual (RI) has an oversight of the service. Quality monitoring audits are completed.

Well-being

People living at Bellwave House appear happy and well cared for. The environment looks clean, pleasant and homely. Person centred plans provide a sense of what is important to people and details the support they require. Good medication management ensures people remain as healthy as they can be. Care workers attend to needs in a timely fashion and we saw a number of genuine and friendly interactions. People have regular contact and visits from friends and family, which supports their emotional wellbeing. Healthy and nutritious meals consider people's dietary needs. Bedrooms are personalised with items of individual importance such as ornaments and photographs. People are able to choose what time they wake up, return to bed and where and how they spend their day. The service offers opportunities to take part in regular activities which people told us they enjoy.

There are systems in place to safeguard people and reduce risks. Access to the service is restricted to authorised individuals. Experienced care workers have a good understanding of individual needs and risks. Incidents or safeguarding issues are reported and recorded accurately. Environmental checks ensure the property and equipment is safe for use. The service has a sufficient supply of personal protective equipment (PPE) and staff were seen to be wearing masks at all times. Visitors to the service do so in line with Public Health Wales guidance. Care workers we spoke with were clear on their responsibilities around protecting people from infection.

There is a clear management structure for the service. We received positive feedback from the staff we spoke with, who told us they feel valued and supported by the manager. There are effective systems for monitoring and auditing standards of support and the environment, overseen by the responsible individual (RI). The statement of purpose and service users guide are available to individuals or their representatives. Individuals can access independent advocacy services.

People live in suitable accommodation, which supports and encourages their well-being. Rooms contain personalised items of choice. They are suitably furnished and have facilities, which encourage independence whilst maintaining safety. The environment is safe, free from hazards and well maintained. Safety checks are completed when required and there is a fire risk assessment in place. Alarm testing and fire drills take place regularly and people have personal evacuation plans in place.

Care and Support

Detailed personal plans support staff to meet needs. Pre-admission assessments ensure the service is able to meet people's needs prior to moving in. Personal plans contain key information on people's physical and emotional needs. Details of social history, interests, preferred activities and food preferences help in understanding how people like to be supported. Individuals create a weekly menu and each choose a particular meal they would like to cook for the whole house. They follow a good diet, choosing recipes from a healthy options recipe book. People are able to take part in a range of activities that are tailored to their individual needs. Care workers support people to access community facilities when needed. Each person living at the service has a timetable of activities in place that promotes inclusion, social interaction and independence.

People receive support to remain as healthy as possible. The service makes referrals to health and social care professionals in a timely manner and people attend routine health appointments. Recommendations made by professionals are recorded and treatment plans followed. Risk assessments assist care workers in identifying, understanding and reducing any potential risks to people or staff. Medication and food allergy lists are in place. Tools such as daily monitoring charts and monthly key worker reviews record changes in individual needs. People receive care from a small and stable team of care workers who are familiar with their care needs. From viewing a selection of staff rotas and observations undertaken on the day of inspection, we can be confident appropriate staffing levels are in place. Care workers feel they have sufficient time to complete their duties and people we spoke with told us care workers are "*amazing*" and "*they help you to stay well, talk to you when you are down*".

There are safe systems in place for the management of medication to maintain people's health. We saw that medication is kept secure and at appropriate temperatures in a designated room. People receive their medication as prescribed. The service completes checks, which ensures medication is stored at correct temperatures, and therefore remains effective. A sample of medication records we saw contained no gaps or errors.

People experience warmth and kindness. We saw care staff treat people as individuals. They are very attentive and respond to people's different needs with appropriate levels of prompting and support. People look relaxed and comfortable in the presence of staff. Staff speak in a friendly, caring and respectful way and people respond positively. People living in Bellwave House told us "*it was a positive move to come here, I love them for it*" and "*can't praise them enough, staff do a brilliant job*". We witnessed positive interactions during the inspection and saw care staff supporting people in a dignified manner.

Environment

Bellwave House provides accommodation for no more than eight individuals with mental health needs. Located in the seaside town of Porthcawl, people are within walking distance of the promenade, local shops and public transport.

The service maintains good standards of hygiene and infection control. We found the home to be clean and hygienic throughout. All staff follow current Public Health Wales (PHW) guidelines, and appropriate PPE was being used throughout the home during the inspection.

The service has systems in place that ensure the home and its facilities are safe. We looked at a wide range of documentation that relates to health and safety and the maintenance of the service. The information provides a detailed overview of a rolling programme of safety checks, servicing and maintenance of the home's equipment and facilities. Effective and efficient fire procedures, testing and training take place to protect people. Records confirmed fire alarm tests take place weekly. We saw the laundry facilities, which are suitable to meet the needs of people living in the home. Effective daily cleaning schedules are in place as all parts of the home are clean, tidy and well organised. People living in Bellwave House take responsibility for most of the cleaning regime, one person told us "We do tasks to keep the house clean, I love it, it's good skills to move on".

The need for confidentiality is anticipated and respected. Care records were safely stored and employee personnel records were kept securely in the manager's office. Deprivation of Liberty Safeguards (DoLS) records were easily referenced in the care records. In addition, people were safe from unauthorised visitors entering the building. Visitors had to ring the bell to access the building. All visitors had to complete the visitor's book when entering and leaving. People's privacy and personal information is well protected.

Leadership and Management

People can access information to help them understand the care, support and opportunities available to them. The statement of purpose and Information leaflet accurately describe the current arrangements in place regarding the service's accommodation, referral and admission process, the type of care and support available and ways in which it is working towards providing a Welsh language service. The statement of purpose also includes details of the service's supervision and training arrangements for care staff.

Suitably vetted, trained and supported staff support people in the appropriate way. The records we examined show that the provider carries out the necessary checks when recruiting staff. New care staff receive an induction in line with Social Care Wales's requirements. Staff receive training relevant to their roles and this includes infection control training. Staff say they feel valued, supported and that teamwork at the home is good. They also told us that they are able to talk to management, who are all approachable. Staff told us *"I enjoy it a lot"*, *"we work and support each other"* and *"they are person centred and forward thinking"*.

The provider supports staff to raise concerns about the service through whistleblowing procedures. A policy is in place and staff are able to access this. There are accessible safeguarding policies and procedures. However, some of the policies viewed require updating to be more individualised to the service. We discussed this with the RI and explained this was an area for improvement and we would expect action to be taken by the next time we inspect.

Arrangements for governance and quality monitoring allow the service to identify areas for improvement and operate effectively. The RI visits the service regularly and engages with people and care workers to inform improvements. The RI produces a quality of care report on a six monthly basis, which highlights the service's strengths, areas for development and the analysis of events such as safeguarding matters, complaints and concerns.

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
12	The provider must ensure all policies and procedures	New

	are in place, reviewed and relevant.	
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Date Published 10/02/2022