



Inspection Report on

No 1 Belle Vue

**1 Belle Vue Terrace
Pontypridd
CF37 1TQ**

Date Inspection Completed

16/03/2023

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About No 1 Belle Vue

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|--|--|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Rhondda Cynon Taff County Borough Council Adults and Children's Services |
| Registered places | 4 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 2 August 2021 |
| Does this service provide the Welsh Language active offer? | The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service. |

Summary

People and their relatives are positive about the care and support provided when staying at 1 Belle Vue. Care staff are warm and respectful and generally enjoy working at the home. The service has systems to ensure care and support is of a good standard. People benefit from individualised and current personal plans. People and their relatives are consulted and involved in their care. Policies and procedures help protect people from harm and abuse. The service meets the legal requirements in relation to Responsible Individual (RI) visits and quality of care reviews. The environment is clean and adapted for people's needs. Infection control measures are of a good standard. Care staff are recruited following robust recruitment checks, receive regular supervision, and feel supported in their work. Care staff receive training in core areas of care, as well as more specialist training, enabling them to work for people who have a range of complex health needs.

Well-being

People are supported to have control over their day-to-day lives when they stay at 1 Belle Vue. Care and support is person-centred and people are treated with dignity and respect. Where a person needs help to make their voice heard, people's families and representatives are supported to do this, being involved in reviews of personal plans before a respite stay takes place. The home has good relationships and lines of communication with relatives, who tell us staff keep them informed and updated.

People are supported to be as healthy as they can by getting the right care at the right time. They are encouraged to take part in activities and access the community. The service works with health professionals and follows appropriate guidance. We saw evidence of correspondence with professionals, with personal plans reflecting direction given. Personal plans are detailed, person-centred, and reviewed before a person stays. Meals are of a good standard and are what the person has chosen. The home has a sufficient supply of personal protective equipment (PPE). We saw the management of medication is safe.

People are supported in an environment that helps them to achieve their well-being. 1 Belle Vue is an adapted house that caters for a wide variety of needs. Specialist equipment is in place on the ground floor to aid people with mobility needs. Rooms are of a good size and comfortable. The home is well-located to local facilities and amenities.

There are systems in place to protect people from abuse and harm. Access to the home is restricted to authorised individuals. Ongoing training ensures care staff are sufficiently skilled. Policies and procedures support good practice and can assist staff to report a safeguarding concern or 'whistle blow', should they be needed. Staff told us they feel confident if they raised a safeguarding issue with the manager, it would be responded to. Recruitment is robust, and regular supervision supports continued development. People's families told us they feel people are safe at 1 Belle Vue. The service is proactive in identifying potential risks to people or staff and how to manage these.

We were told the home did not routinely provide a service to people in Welsh at the time of the inspection, although employed several Welsh-speaking members of staff and could facilitate a service in Welsh if required.

Care and Support

We saw care and support is provided in a warm and friendly manner. People appeared well cared for and at ease in their environment, telling us they “*love staying for respite*” and “*it’s brilliant here.*” People’s families told us they are “*definitely happy*” with the service, and “*they take them out, keep them safe, and look after them well – nothing to improve on.*” We were told how the service considers the needs of people when they stay to ensure compatibility as far as possible, so that everyone can enjoy their stay at 1 Belle Vue and be safe.

Care staff have up to date knowledge of people’s needs and personal goals. Personal plans are individualised and contain information about people’s goals. We saw evidence plans had been produced in partnership with people and their representatives. We saw plans are reviewed before a person stays, with personal plans being updated following a review. We saw detailed risk assessments, covering areas specific to the person’s needs. Care files contained assessments and guidance from other professionals, such as learning disability nurses and psychologists. We viewed evidence of multi-disciplinary working with health professionals, with recommendations and direction acted upon by the service. Service contact sheets contained detailed information about a person’s day. Personal spending records showed people were supported to manage their money and were safeguarded.

There are systems in place for the management and storage of medication. Medication is stored securely and can only be accessed by authorised care staff. Records show that care staff administer medication in line with the prescriber’s directions and were completed correctly. Care staff receive training in how to manage and administer medication. The service has an up-to-date medication policy in place.

There are infection control measures in place to help keep people safe from the transmission of COVID-19 and other potential sources of infection. Staff have access to a supply of appropriate PPE. There is an infection control policy in place. Care staff use a rota to direct them to clean throughout the home daily, with the home appearing clean and well kempt on the day of inspection.

Environment

People's wellbeing is enhanced by staying in an environment that is clean, safe, and adapted to their needs. 1 Belle Vue is an adapted house, located in Pontypridd. The home is secure from unauthorised people, with visitors required to sign before entry. The home is clean, tidy, and free from malodours. Bedrooms are spacious and comfortable, with specialist tracking hoist equipment in the ground floor bedroom and an adjoining accessible bathroom. The service has a homely and comfortable living area, where people can choose to spend their time. The kitchen facilities are appropriate and enable people to take part in preparing food if they wish. A dining area adjoins the kitchen, where people can choose to have their meals and undertake arts and crafts activities and board games. A secure garden area at the back of the home has seating and is available for people to use.

The service takes measures to ensure the home environment is safe. Substances hazardous to health are stored in locked areas in line with Control of Substances Hazardous to Health (COSHH) regulations. We saw fire exits were clear of clutter and obstructions. There were no obvious trip hazards. Daily cleaning duties are being maintained. There are fitted window restrictors in all bedrooms and bathrooms viewed. There are maintenance and repair arrangements in place. Maintenance records confirm the routine completion of utilities testing. The auditing and servicing of equipment is up to date and fire safety tests and drills are completed. Personal evacuation plans are in place and are accessible in a 'grab file' at the entrance to the building in the event of an emergency.

Leadership and Management

People are supported by a team of trained care staff who are recruited safely. Staff files show appropriate recruitment arrangements and contain all legally required information. Care staff start work once pre-employment checks are completed. New staff complete an induction programme. Training records show care staff have up to date training in core areas of care. Additional training is in place for specialist health conditions relevant to people who stay at the service, such as percutaneous endoscopic gastrostomy (PEG) feeding, moving and handling, and Positive Behaviour Support. Staff told us they feel well trained and receive regular training on an ongoing basis.

Care staff enjoy working in the service. They told it is “*lovely*” and “*really nice*” working there, and the manager is “*very supportive*” and “*encourages staff to develop.*” Staff told us there had been pressure on them owing to gaps in the staff team, but this has now improved with new staff being recruited. Staff have regular supervision to reflect on their performance, identify support they might require, and discuss any issues. The manager told us staffing levels are worked out based on the number of people staying and their level of need. This is adjusted as needed, is planned based on respite bookings, and the rota reflected staffing on the day.

Appropriate governance, auditing and quality assurance arrangements are in place. These systems help the service to self-evaluate and identify where improvements are required. The RI has good oversight of the service. We saw evidence of the RI undertaking the legally required three-monthly service visits and six-monthly quality of care reviews. Policies and procedures, such as for complaints, infection control, medication, and safeguarding, are in place. They give guidance to care staff, for example telling them what to do if they thought someone was at risk of harm.

The service provides good information to the public. The Statement of Purpose sets out the service’s aims, values, and delivery of support. A written guide contains practical information about the home and the care provided.

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 19/04/2023