



Inspection Report on

Belmont Court

**Belmont Court
Heywood Lane
Tenby
SA70 8BN**

Date Inspection Completed

22/08/2023

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About Belmont Court

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	RCH(wales) Ltd
Registered places	29
Language of the service	English
Previous Care Inspectorate Wales inspection	4th January, 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Belmont Court provides good quality care from motivated care staff. People are supported by care staff with whom they have developed positive relationships. People are treated with dignity and respect and are supported to achieve their goals. People have choice on how they spend their time, with opportunities for hobbies and activities at the service.

The environment is safe, secure, and maintained, with plans for further improvements at the service. The service uses the space to support peoples' wellbeing.

Management arrangements and oversight of the service are in place. The Responsible Individual (RI) consults with people about the service. The RI completes a detailed Quality of Care Review which notes improvements to be made at the service.

Well-being

People and their representatives spoke positively about the person-centred care provided by care staff at the service. A person using the service told us, *"I have always felt welcomed here. I love it."*

People live with dignity and respect and receive appropriate, kind, and caring support from consistent care staff they know. Staff have good rapport and professional relationships with people and interact in positive ways. Individuals and representatives told us that care staff are good, make you feel safe and respond to any issues. A person using the service told us, *"They are lovely, good as gold."*

People can communicate in Welsh, to Welsh speaking care staff. We also heard that the service facilitates incidental conversations with individual's who speak additional languages.

People are happy and can do the things that make them happy. Empathy and care is shown to people, who have as much autonomy over their own lives as possible. People choose how to spend their time and are encouraged to engage in hobbies and activities at the service. We saw that care staff value the uniqueness of people at the service and celebrate their successes. People generally spoke positively about the food, with fresh vegetables grown at the service by people, being included on the menu.

People are safe and protected. People receive care and support from care staff who have been safely recruited. People receive a good standard of care and support from a well-trained and supported care staff team, who are registered with Social Care Wales, the workforce regulator. People are protected from harm by professional staff who know how to raise concerns. People and their representatives know how to raise a complaint and have confidence in this being dealt with by the manager.

Care and Support

People are happy with the care and support they receive at the service. The process for admitting new people into the service is well-planned. Personal plans are person-centred, detailed and contain all the information required to enable care staff to meet the needs of people. A member of care staff told us, “*We have a handover in the morning. Personal plans tell us what they need...and are up to date.*” People’s wishes of how their support should be provided are documented. Personal plans are initially written with people supported by the service where possible, and their representatives. Plans are reviewed in a timely manner and updated when changes are identified.

People are content. Care staff are committed, kind and caring. Care staff provide individual support to people as detailed in their personal plans. We were told that the service uses agency staff, though values familiar and consistent staff when possible to develop relationships with people they support. Care staff are knowledgeable about the people in their care and are empathic and patient in their approach.

People choose where to spend their time at the service. We saw some people preferred to stay in their own rooms and others sat in the communal lounge. An activities coordinator is employed at the service. We saw individuals being encouraged to engage in activities at inspection and individuals being celebrated for their unique hobbies and talents.

People’s physical health and wellbeing is promoted. Care records show people receive support to access social and health care professionals when needed. The service understands people’s health conditions, the support they require and can identify changes in the usual presentation of people they support promptly. People are encouraged to be as healthy as possible.

People are protected from harm and abuse. Care workers have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. A family representative told us the service is “*attentive and supportive.*”

Infection prevention and control procedures are good. Care staff have access to personal protective equipment (PPE) if required. We observed staff using appropriate personal protective equipment (PPE) when appropriate, throughout the inspection.

Effective arrangements are in place for the safe management of medication within the service. We saw that medication is stored safely and care staff complete medication

records accurately. Medication audits are completed regularly, and controlled drugs are accurately recorded and stored safely.

Environment

The environment supports people to achieve their personal outcomes. The home is welcoming, comfortable, clean and well-maintained. People at the service benefit from two communal areas and a separate dining area. The garden area offers residents access to gardening activities as well as areas for socialising. This gives sufficient space at the service for people to socialise and have the choice of privacy away from bedrooms. Visiting is unrestricted and people can meet with their family members whenever they want at the service. Bedrooms are decorated to people's personal preferences and interests. Individuals have photos of loved ones, artwork, and hobbies on display.

People benefit from a safe and secure environment. Appropriate arrangements are in place to ensure risks to people's health and safety are identified and dealt with. Records show monitoring checks are carried out around the home to identify and address issues promptly. The service has a maintenance worker with arrangements in place for ongoing maintenance of the service. We were also told of planned improvements to the service. People are safe from unauthorised visitors entering the building, with visitors having to ring the door to gain access to the service. The service has a current Food Standards Agency (FSA) rating of 5, which means that hygiene standards are very good.

Regular checks of the fire alarms take place at the home and staff are trained in fire safety. Fire drills and fire alarm checks are conducted within the required frequency. People living in the home have a personal emergency evacuation plan to guide staff on how to support people to leave safely in the case of an emergency.

The service promotes hygienic practices and manages the risk of infection. We saw Personal Protective Equipment (PPE) and hand sanitising stations located around the home.

Leadership and Management

The statement of purpose (SoP) clearly states what people can expect from the service. We were told that the service is currently accessing support from an independent company to review the SoP, the Service User Guide, and the service's policies.

The service has beneficial quality assurance arrangements in place. This effective oversight ensures a good-quality service, focussed on meeting the needs of individuals and promoting their wellbeing. The responsible individual (RI) visits the service and spends time talking to people. The most recent quality of care review identifies areas for development and improvement and uses the experiences of people to develop and improve the care and support provided.

The manager is suitably qualified for the role and registered with Social Care Wales, the social care workforce regulator. The manager knows people well and demonstrates commitment to ensuring the wellbeing of people at the service and providing support to care staff. The manager is supported closely by the nursing staff at the service. Care staff benefit from regular staff-handover meetings to discuss people's needs to ensure the continued provision of good-quality care. Care staff told us that management and the nursing team are approachable and always there to help or provide guidance when required. A member of care staff told us, *"I feel supported definitely by management. I can have a supervision or a chat whenever. We chat throughout the day about things."*

Throughout our visit, we saw there was a sufficient number of care staff on duty to support people. We reviewed the services staffing rota's and saw that sufficient numbers of care staff are deployed consistently, with familiar agency staff being used when required.

The service has arrangements in place for the safe recruitment of staff. Disclosure and Barring Security (DBS) checks are in place and current. Care staff are registered with Social Care Wales, the workforce regulator, or the application is being processed. Staff personnel files contain information required by Regulations to ensure they are safe and fit to work at the service.

Newly appointed care staff complete an induction programme which includes training, shadow shifts and competency checks to ensure they can perform specific care tasks. Care staff training records indicate care staff have access to training opportunities, and care staff have completed an appropriate level of training. We were told that the service is in the process of embedding a digital staff training programme, to support the service in ensuring a fully trained care staff team is in place at the service.

Care staff are provided with support through supervisions, daily staff handover meetings, and support and guidance from management and the nursing team when needed. A member of care staff told us *'If there is anything that we need to talk about, it is done then and there. It gets said and sorted.'*

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
73	No reports to show the RI has visited the service.	Achieved
80	There was no Quality of Care report made available to CIW either during or immediately following the inspection.	Achieved

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