



## Inspection Report on

**Bellwave House**

**23 Mary Street  
Porthcawl  
CF36 3YL**

## **Date Inspection Completed**

23/07/2024

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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	15.2.2023
Does this service promote Welsh language and culture?	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 receive excellent care and support from the service. High quality care and support is provided, and people are fully involved, listened to and have control over what happens now and in their future. They are supported by an understanding staff team, who they have built positive relationships with. Personal plans are well written, they are developed and reviewed by people, the service, and external professionals involved in their care. People are supported to be healthy, active, and to take part in their local community. The service has an exceptional focus on developing people's skills, and in celebrating their achievements. People live in a suitable environment that is safe and meets their needs. People have their own bedrooms with en-suite facilities which offer personal space and privacy. The service is well managed and led with robust systems and processes in place for good oversight of the service. The responsible individual (RI) is very visible in the service and six-monthly quality of care reviews are completed looking at ways to further improve the service. The manager and wider leadership and management team for the home are committed to providing very high-quality management and support to the service.

## Well-being

People experience excellent wellbeing as a result of the care and support delivered. We found people have control over their day-to-day life. They are happy and well supported to lead the lives they choose. People make choices and decisions on a daily basis as well as making plans for their future. Resident's meetings, one to one meetings and reviews provide opportunities for people and staff to have discussions and make suggestions about what to try next. People's hobbies and interests are fully encouraged and supported.

People's physical, mental health and emotional wellbeing is promoted. People are at the heart of care planning and are included in care assessments and reviews. Information such as medical conditions and medication guidelines are recorded in people's high quality personal plans. There are highly effective systems in place to manage medication in the service. People have their own personal daily routines and set their own future goals and well-being outcomes. People are supported by care workers who know them well and who recognise any signs of deteriorating health. Records show this is acted upon accordingly.

Every effort is made to safeguard people from harm and abuse. Care workers are safely recruited to ensure they are suitable to work with vulnerable people. There is a safeguarding policy and care workers receive safeguarding training. Care workers we spoke to told us they are confident in their ability to raise concerns if they need to do so. Care documentation considers risks and provides strategies for keeping people safe. Infection prevention and control measures are followed, and medication is stored and administered in line with best practice guidance.

People live in a service that is comfortable. People appear settled and content at Bellwave House. There is a calm and warm atmosphere in the service. The environment is clean and clear of clutter, bedrooms are personalised and reflect people's personalities and preferences, whilst maintaining personal safety. The service is well maintained with maintenance completed as needed.

## Care and Support

People benefit from an excellent standard of care and support. A person-centred approach to care planning ensures people are central to the care and support they receive. The service's pre-admission process and documentation considers individuals' compatibility, the potential impact upon others receiving support. We looked at people's care files and saw they provide pro-active and up to date clear information on the individual's needs. A visiting health professional told us *"If I needed to place a person this would be my first choice"*.

There are extremely detailed and up to date personal plans for how care is provided in order to meet support needs. The plans demonstrate what matters to the person and how best to support them to achieve their identified goals. The service also uses specialist support planning documentation in relation to behaviours and health issues. A new electronic care system which has been developed by positive behaviour specialists has been introduced. People's ability to be involved in care planning is considered and are fully involved. Recording of support given is detailed and evidence that identified needs are monitored and regularly reviewed. People have a nominated key worker who is responsible for updating support information. Robust risk assessments and management plans identify people's vulnerabilities and give care workers guidance on interventions that will keep people safe.

There are safe systems in place for the management of medication to maintain people's health. Medication is stored securely in locked cupboards within the medication room. We saw medication administration record (MAR) charts are completed accurately. Several care workers have been in post a number of years and subsequently know the people they support well and recognise any deterioration in health. We saw people are supported to attend routine medical appointments which are documented in their care files. Medical assistance is sought promptly if any issues arise with people's health. The provider has their own occupational therapist and nurse consultant. They have also recently employed an assistant psychologist.

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 the home told us *"I like it here"*, *"I'm happy here"* and *"The staff are cool"*. We witnessed positive interactions during the inspection and saw care staff supporting people in a dignified manner.

## Environment

The service provides a pleasant, comfortable, and homely environment. Bedrooms are decorated to a good standard and communal areas appear warm, well presented, and clean. We saw people have access to furniture, equipment and materials that are appropriate for their needs. Kitchen facilities can be easily accessed to support independence.

People benefit from the service's commitment to ensure safe practice; the standard of cleanliness and hygiene appears to be good. 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.

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. People's privacy and personal information is well protected.

## Leadership and Management

The service has a very strong vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the home, and the support provided. The service also offers an excellent variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. The service, together with staff have recently updated their organisational values.

The service is exceptionally well-run and well-managed. People experience positive outcomes as a result of the high-quality leadership and management in place in the service. There are highly effective governance arrangements in place to support the smooth running of the service by the manager and wider management team. The RI visits Bellwave House regularly, speaks with people and staff, view records and looks around the home. A robust quality of care review is completed six monthly identifying any areas to be improved. There is an exceptionally strong emphasis on positive management. Biannual staff forums take place as well as monthly leadership and management workshops.

People are supported by a highly motivated, skilled and stable staff team who are well trained. Robust recruitment checks are completed for staff, and they receive an extensive induction. There is a wide variety of training to ensure staff carry out their roles and responsibilities effectively. Staff told us; that opportunities for learning and development are very good. Care workers are supported to undertake leadership courses run by ILM (institute of leadership and management). One care worker told us "*We are always supported, companywide*". Staff are recognised by employee awards, staff nominate, and the winner receives a voucher.

Care workers feel very well supported and valued. The management team discussed the various care staff incentive, benefits and reward schemes they offer to their care staff to ensure that care staff feel valued. Staff receive regular formal supervision in their roles and have opportunities to discuss any work-related concerns they may have. Staff say they feel valued and supported. They also told us that they are able to talk to management, who are all approachable. Staff we spoke with told us "*I love my role*", "*I wake up in the morning and look forward to coming to work*" and "*I absolutely love Serendipity*".

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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** 12/08/2024