



# **Inspection Report on**

**Beechlea**

**Blackwood**

## **Date Inspection Completed**

09/10/2024

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## About Beechlea

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Abbey Ambitions
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	18 April 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

People are well supported and cared for by a familiar and compassionate care team. People enjoy positive relationships with care staff and spend their time doing things they choose to do. Personal plans detail how people would like to be supported to achieve their goals. People are treated with dignity, respect, and warmth.

The property is kept clean and well maintained, some improvements have been made to the outdoor area since our last inspection. People live in a homely and safe environment which meets their needs.

The manager is supported by the deputy manager with the day to day running of the home. Effective management and audit processes are well imbedded to ensure the service works with people to continually improve. The Responsible Individual (RI) is involved in the day-to-day operation of the service. Quality assurance reports evidence they have effective oversight of the running of the home. Carer staff enjoy working at the home and feel well supported by the management team.

## Well-being

People are relaxed in the company of care staff. They are treated with dignity and respect and feel listened to. A dedicated key worker is allocated to each person, between them they discuss what is important to the person and any specific goals they would like to work towards. People's preferences and goals are clearly described in their personal plans, which are updated as they progress, or other changes occur.

People are supported to maintain positive relationships with their families and friends. Family members told us how welcome they feel every time they visit and how this helps the person to feel confident and supports their sense of wellbeing. People choose when they get up in the morning, and what time they go to bed. Menu choices are made by people who are supported to do food shopping and cook meals. People are supported to engage in a range of stimulating group and individual activities. People enjoy day trips, trips out to shows, meals, playing sports, and going to the cinema.

People feel safe and protected. The service has a safeguarding policy which is aligned to current guidance and best practice. Care staff receive regular training in the safeguarding of adults at risk of harm. Care staff know what to look out for and how to report any concerns they have. The management team work openly with other agencies in the best interest of those they support.

## Care and Support

People benefit from the support they receive which enables them to live meaningful lives as independently as possible. People enjoy positive relationships with the care staff and management team who support them. People are confident to express themselves and their wishes openly within the service.

People are involved in creating and reviewing their personal plans. Plans are clearly written and contain sufficient detail to inform care staff how to best support them in each identified area. Information is evidenced about the social history of each person, the relationships which are important to them, and their personal likes and dislikes. Care staff are skilled and patient when supporting people at times of distress. Personal care tasks are completed promptly and discreetly to maintain people's dignity. Person protective equipment (PPE) like, gloves and aprons are readily available for care staff and worn to maintain a clean and hygienic environment. Care staff communicate with people in their preferred way. Care notes are recorded throughout each day which evidence people are supported as they are planned to be and record any observed changes in people's presentation or mood.

Individual risk assessments are completed and regularly reviewed for identified areas of risk for each person. People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people's best interests, when required.

Referrals to healthcare professionals are made promptly when required. Clear records of appointments and advice given is recorded and personal plans are updated to reflect any such guidance. People are supported to attend regular check-ups at dentists and opticians. Medication management practices are good in the home. Assessments are made to evidence the most appropriate way to support each person with their medication. Records are accurately kept of all medicines administered by care staff.

## Environment

The environment meets the needs of people living at the service. The property is well maintained and has homely décor throughout. People's bedrooms are personalised to their own tastes, they choose what colour schemes they have. One person has had shelving units fitted to display their collectable items. Bedroom furniture is provided, people are able to bring their own furniture, when they move into the service, if they choose to do so. People living at the service are involved in choices of décor and layout throughout the home. The communal bathroom and toilet are kept clean and are overall in good condition. Some grout and sealant in the main bathroom required replacing, which the RI assured us they would arrange.

The service received a rating of five from the food standards agency which means hygiene standards are very good. The fitted kitchen is kept clean and is in good condition, we saw opened food kept in the fridge was dated and monitored. Improvements have been made to the outdoor space since our last inspection which is safe to access and has separate areas of patio and lawn for people to sit out and spend their time.

Risk assessments have been completed and are regularly reviewed to ensure all areas of the home are safe and free from hazards. Safety checks are completed, and records kept. Regular checks of the fire alarm system and equipment are carried out along with regular fire drills throughout the year. Each individual has a personal emergency evacuation plan to inform care staff of the level of support they need to evacuate the building safely in case of an emergency.

## Leadership and Management

The service benefits from an experienced and motivated management team who know the service and people living there well. The service is well organised, and a system of management audits are imbedded. The management team take a 'hands on' approach and often work shifts themselves, along with care staff. There is a positive culture at the home and the team are constantly looking to improve the way the service is delivered. The RI completes regular reports which evidence a clear analysis of key information and events within each time period covered. The reports show a thorough review of the quality of the care and support and identifies any specific area the service will work to improve within set timeframes.

Care staff are safely recruited. Personnel files contain the required information which includes evidence of people's disclosure and barring service (DBS) checks, references from previous employers, and registration with Social Care Wales, the workforce regulator. Enough staff are deployed to allow them to support people in a dignified way without being rushed. Care staff enjoy working at the service and feel well supported by the management team. Care staff have regular one to one supervision sessions with their line manager to review their performance, consider their wellbeing, and discuss work related issues.

The service is provided as described in the statement of purpose (SoP) document. New care staff complete a 12-week induction programme which is aligned to the current best practice guidance. The training programme care staff follow is described in the SoP, which includes regular refresher training in key subjects. Care staff are confident in their roles and feel reassured they can go to the management team for advice if they have any specific queries.

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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