



Inspection Report on

Belvedere House Residential Care Home

**Belvedere House Residential Care Home
Serpentine Road
Tenby
SA70 8DD**

Date Inspection Completed

08/08/2024

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About Belvedere House Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Belvedere Care Limited
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	23 June 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive a highly effective person-centred service. Individuals are supported by a dedicated and knowledgeable staff team, with whom they have excellent relationships with. When discussing the service, a representative told us, *"We are more than happy with her being there and it gives us peace of mind. We don't have to worry because she is well cared for"*. The managers strong and effective leadership has created a sensitive and caring culture at the service.

The environment is homely, people are relaxed in the different spaces throughout the building and grounds. Communal areas are comfortable and enable people to interact with one and other or to spend time alone or in smaller groups.

The Responsible Individual (RI) is based at the service, he knows people, their representatives and staff well. The RI improves the quality of the service by analysing information from a variety of audits and people's feedback from their visit reports.

Well-being

People are treated with dignity and respect. The person centered ethos means people's individual circumstances are considered and support is offered in line with their needs and preferences. People remain as healthy as possible because the manager involves health and social care professionals. People do things that matter to them such as being involved in their local community and regular entertainment. The outstanding approach by the service helps people to maintain the most important relationships with their family. A representative told us, *"They look after her how I would like her looked after, which means we can still be mum and daughter"*. People live in a service that does not offer an 'Active Offer' of the Welsh language but this does not impact their well-being.

People are protected from harm because of the service's safe recruitment process and induction programme. Care workers are supported to register with the work force regulator Social Care Wales. People get the right care and support because the service's ongoing training and development programme. Staff protect people from abuse and neglect and are confident to raise any issues with the relevant bodies. People and their representatives talk to the manager or RI and feel confident to raise any concerns.

The building is homely, comfortable and well maintained. People personalise their own rooms as they choose. There are different spaces available for people to do things they enjoy, for example socialising with each other, reading, watching TV and engaging in activities. The accessible gardens are well used by people to do things that help to keep them as healthy as possible.

People have a voice and input into the running of the service because they know the RI and regularly talk to him. The RI uses a variety of different quality audits, that identify any lessons to be learned or areas to improve, with an action plan to develop the overall service. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the home.

Care and Support

People are very happy with the highly effective care and support they receive. We saw many understanding and caring interactions between people who live and work at the home. All staff respect people as individuals and contribute towards a family-oriented culture at the service. A care worker said, *“We try to create a family feel here and that’s what people say it’s like when they visit”*. People told us *“The girls (care workers) are wonderful”* *“you won’t get any better than them”*, *“The staff are wonderful”* and *“The staff are fantastic, I have no complaints whatsoever”*. Enthusiastic and knowledgeable care workers spoke positively about their role, one told us, *“I love the people here and that’s what makes the job”*. Representatives describe care workers as sensitive and highly creative; one told us *“I’m grateful every single day for what they do, they are such compassionate people”*.

The provider ensures personal plans are informative, relevant and focus on what is important to each person. Highly effective and individualised, electronic plans help guide care workers to support people to achieve their health and well-being outcomes. Risk assessments support people to maintain their independence, while helping them to stay as safe as possible. Plans identify people’s strengths and where they require support. Plans are reviewed every month to ensure they are up-to-date and concentrate on what people want to achieve. The manager responds quickly to any changes to people’s needs and clearly documents the advice given by health professionals. Daily notes record the planned care provided as well as a clear account from the person’s perspective. The manager ensures documentation is completed to a high standard, with innovative approaches to maintaining people’s dignity and independence.

A passionate and creative coordinator arranges highly effective and meaningful activities with people. There is a focus on interaction, reminiscing and fun. Staff use daily newspapers; quizzes and they’re own expertise to skilfully encourage people to have lively discussions. People who choose to spend time in their own company are respected and one to one activities such as reading, nail care and chatting are offered. People told us about the pleasure they get from regular singers who visit the home and how they are supported to remain connected to their local community. People can spend time with their family and friends in their own rooms, communal areas or in the grounds.

Medication storage, administration and recording systems are safe and in line with national guidance. Senior workers ensure medication is managed appropriately and take time to give people the right dose of medication at the right time. Regular audits ensure issues with medication are picked up, actioned and reported appropriately.

Environment

People are very relaxed and comfortable in the homely environment. There are a variety of communal areas for people to socialise with each other, watch television or relax in the quieter lounges. The service has posters and signs to help people recognise where they are and to enable them to move around the building independently. A digital photo frame displays photographs of the local area and pictures of people taking part in a variety of activities. People are encouraged to personalise their rooms as much as possible. The accessible and inviting gardens are well used by people. When discussing the environment, a representative told us *"It's cosy, home from home and it's always a happy place"*.

The provider has replaced almost half of the windows, upgraded two bathrooms, purchased new armchairs, revamped the entrance hall and upgraded a section of the kitchen. The RI told us they are planning to redecorate two bedrooms. Maintenance systems are effective and any issues are resolved quickly. A dedicated housekeeper ensures the home is constantly clean and tidy.

Equipment to support people's mobility, safety and independence is available and in good working order. Regular health and safety audits of the property are completed throughout the year. Testing of fire safety equipment is up to date. The RI intends to replace the internal doors to ensure the building is compliant with the fire regulations. Personal Emergency Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five and people enjoy a choice of a variety of freshly prepared home cooked meals. The kitchen staff are aware of people preferences, there is a set rolling menu with alternatives available if requested. People have unrestricted access to snacks, fruit and drinks. When discussing the meals an individual told us, *"The food is great. Delicious"*.

Leadership and Management

The RI has excellent oversight of the service, they are a daily presence at the home and know people well. They use a variety of quality audits and the managers monthly report to continually drive quality standards at the home. Care workers describe the RI as approachable and one told us, *"The door is always open and they will stop everything to talk to you and will do their best to help"*. The RI completes visit reports every three months, where he discusses the quality of the service with people, their representatives, and staff. The six-monthly Quality of Care Review uses a variety of feedback to ensure lessons are learned and improvements are made in the right areas.

The manager leads by example, they have created a caring and person-centred culture at the service. They share their time between working directly with people and their management duties. We observed many open, sensitive and caring interactions between them and people throughout the inspection. Care workers highly value the availability and support of the manager, one said *"They'll do whatever they can to support you and if we were happy as a team it makes a big difference to the people who live here"*. Representatives are also positive about the leadership at the service, one told us *"[RI] or [Manager] are always available to discuss anything"*.

Staff receive regular, constructive supervision but highly value the managers open door policy. A care worker told us, *"Supervisions are very good but if I have any problems I can call into the office. They are so helpful and understanding"*. There is excellent communication between the team to ensure people receive a consistent and high-quality service. Care workers understand their safeguarding responsibilities and are confident reporting any concerns to the manager or RI.

The required pre-employment checks take place before new staff start work. New care workers receive a comprehensive induction and shadow experienced members of staff. Care workers receive a combination of online and face to face learning to successfully meet people's specific needs. The manager looks for appropriate courses that will positively impact people, a worker told us, *"We went on a specialist course that was so helpful for people with memory challenges"*. Care workers register with the workforce regulator Social Care Wales and gain further skills through professional qualifications.

The whole staff team make a point of stopping and chatting to people; we observed many patient and unrushed interactions during the inspection. The highly skilled and stable staff team offer continuity of care that supports people to achieve their specific outcomes. A person's representative told us, *"They have been incredible and helped us navigate the situation with such respect and dignity"*.

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.

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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