



Beech House



27-29 Cog Road, Sully, Penarth, CF64 5TD



02920394410



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Date(s) of inspection visit(s):

01/05/2025

Service Information:

Operated by:	Ocean Community Services Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	10
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

People's well-being outcomes and care and support provided is excellent. People receive superb quality care from care staff who are skilled, experienced and understand their needs. Care staff are highly trained, very well supported and like working at Beech House. People are treated as individuals and supported to achieve their own personal goals and to live their lives in their preferred way. Where possible people and/or their representative are involved in their care planning to ensure their voice is always heard. Personal plans contain extremely detailed information about people's needs and how they should be met. Risk assessments and further information are in place when required.

The leadership and management at Beech House is excellent. There is an experienced manager in place and a Responsible Individual (RI) with exceptional oversight of the service. There are effective and robust quality assurance, monitoring and auditing systems in place and strong policies and procedures that ensure a smooth-running service.

People live in an excellent environment that is safe, suitable and decorated to a high standard. The

home has space and facilities to meet people's individual needs including single bedrooms which have en-suite facilities and offer opportunity for personal space and privacy when required.

Findings:



Well-being

Excellent

People have control over their lives. People living at Beech House have their own personal daily activity plans and spend their time doing things that matter to them. People decide when to get up in the morning, when to go to bed at night and how to spend the time in between. We saw that people like to plan their week in advance considering social activities, medical appointments and contact with friends and family, but are free to change their minds if they prefer to do something else on the day. Staffing levels at the service are determined by people's needs and activity commitments and dedicated care staff are employed to escort people to appointments and community activities.

People are supported to maintain contact with friends and family; visitors to the service are welcome and care staff facilitate people meeting up with loved ones in the community. Care staff have positive relationships with people's family members and friends which enables them to make contact arrangements for people who cannot do this themselves. A family member told us, *"We have a fantastic relationship with X (care staff) they are brilliant."*

People are encouraged to be as independent as they can be, but care staff are always available to provide reassurance when needed. People are heavily involved in the running of the service and have various opportunities to provide their opinions of the service and their thoughts on where improvements can be made. People and/or their representatives are always consulted about decisions/changes at the service.

People have a good choice of healthy meals and can choose to eat communal meals with others or to have more autonomy over their own meals and meals times. Food menus are devised considering people's preferences, likes and dislikes and people are encouraged to take an active part in the food shop for the home and the preparing of a communal meals.

People are protected from abuse and harm. Beech House has a robust safeguarding policy in place and all care staff attend training in the protection of adults at risk of abuse. Care staff understand safeguarding matters and know how to raise a concern if needed. People are given detailed information about the service and how to complain if they are not happy. People can access support from family members or independent advocacy if required to ensure their voice is heard. A family member told us, *"If I need to speak with the manager about anything, I always feel listened to."*



Care & Support

Excellent

People receive quality care and support that enables them to achieve their well-being outcomes. Beech House has a stable, dedicated and experienced care staff team who have an exceptional understanding of the needs of the people they care for. Care staff have an in-depth knowledge of people and can anticipate the needs of people who cannot verbally express their own needs. Care staff levels are consistently very good ensuring people do not wait for the care they need. People appear happy and well cared for and have very strong relationships with care staff. We saw care staff engaging with people positively while displaying patience, kindness and maintaining people's dignity. One person said, *"I like living here, I have the staff to tease which is really good."* Another person told us how excited they were to be nominated for an award within the organisation and would be shopping soon for a new suit.

Personal plans contain robust, detailed information about people, their history, their needs and the support they require. Personal plans are individual and evidence people are at the centre of care planning and where possible people and/or their representatives are involved in care planning and reviews. Further information and risk assessments are in place where required and all documents are reviewed regularly to ensure they remain accurate.

Medication processes at the service are safe and robust. Medication is stored securely and administered safely in line with prescription. There are very strong systems in place to reduce the risk of medication errors. All residents have a Medication Administration Record (MAR) chart in place that indicates when medications have been administered. The MAR charts we viewed contained the required information and were all signed correctly.

People have access to an internal multi-disciplinary care team with whom they meet regularly. Where possible people and/or their representatives attend reviews with the care team and have opportunity to express their views.

People attend appointments with external health and social care professionals without delay. We saw evidence that people attend routine healthcare appointments and any changes to health needs are recorded correctly. We were told that the service has a positive relationship with people's GP's and home visits take place where required. All residents have an annual review with their GP.



Environment

Excellent

People can be assured they live in a suitable environment. Beech House is two semi-detached houses operated as one service located in Sully in the Vale of Glamorgan. The home is close to local amenities and has good transport links. Each house has four en-suite bedrooms on the first floor and one self-contained flat on the ground floor. There is extensive communal space including four large lounges, two kitchen diners and a large garden. The garden is extremely well maintained and contains good quality furniture for people to spend time outdoors comfortable. The garden contains outdoor activities for people including a sandpit, an accessible swing, a basketball hoop and large lawn games. We were told of plans for a forest area with a firepit to be built in the garden. Beech House benefits from a separate sensory room that people are free to use as they wish. The home is decorated nicely throughout with fixtures and fittings of a high standard. The environment is warm, clean and no malodour was detected during inspection. We saw evidence of good cleaning regimes in place. People have their own single bedrooms and are encouraged to personalise and take pride in their personal space. Care staff respect people's privacy by knocking bedrooms doors before entering.

People live in a safe environment. On arrival to Beech House, we found the main entrance secure. We were asked for identification and to sign the visitors book before we were permitted entry. This indicates that visitors are monitored and only authorised people have access. We completed a tour of the building and found that hazards have been reduced, and measures have been taken to ensure people's safety in a very tasteful way. Radiators have padded coverings; window restrictors are in place and harmful chemicals are locked away safely. The building is in a very good state of repair and we were told that any repairs are completed swiftly. Safety checks of the building including gas and electricity safety testing take place in line with legal requirements. There is a fire risk assessment in place and fire alarms are tested on a weekly basis. All residents have a personal emergency evacuation plan in place which ensures that care staff can evacuate people safely in the event of an emergency. Fire evacuation drills take place regularly and all staff attend fire safety training.



Beech House benefits from an experienced manager and deputy manager who are both registered with Social Care Wales, the workforce regulator. The RI has excellent oversight of the service and visits in line with regulatory requirements. A report is written following each visit which indicates engagement with people and/or their relatives and care staff working at the service. Beech House has comprehensive auditing and governance arrangements in place and is committed to providing a quality service and making improvements when required.

There are robust policies and procedures in place which contribute to the successful running of the service and also inform care staff of what is expected of them. The manager has extensive knowledge of the legal requirements of supporting vulnerable people and makes applications to the Deprivation of Liberty Safeguards (DoLS) team when required. This ensures that placements are lawful where people lack the mental capacity to make decisions surrounding care and accommodation needs. Complaints to the service are taken seriously and dealt with correctly and the Local Authority are informed of any safeguarding issues.

People are supported by care staff who are experienced, skilled and well supported. The provider is committed to investing in care staff to ensure a stable and consistent workforce and offers a number of staff benefits and recognition awards to make staff feel valued. Care staff are happy working at Beech House and confirm they feel well supported and valued. One staff member told us, *"I am very happy here, it's a great team and the manager is brilliant"*. Another member of staff told us, *"I can ask any of the team for help, morale is very good here"*.

Care staff attend training appropriate to their roles and have the skills and knowledge needed to meet people's needs. Care staff have formal supervision in line with regulatory requirements and feel able to approach the manager with any issues they may have. Formal supervision is important as it is an opportunity to discuss any practice issues or needs in a setting that is recorded.

We examined a selection of care staff personnel files and found that they contain the required information including identification and an employment contract. We saw evidence that pre-employment checks including references and Disclosure and Barring Service certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

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