



Beechley Drive



4-6 Beechley Drive, Cardiff, CF5 3SF



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www.priorygroup.com

Date(s) of inspection visit(s):

12/06/2025

Service Information:

Operated by:	PARKCARE HOMES (NO.2) LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability, Provision for mental health, Care home for adults - with personal care
Registered places:	8
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

Good



Leadership & Management

Excellent

Summary:

People are happy living at Beechley Drive and have built positive relationships with the care staff who support them. People receive excellent care and support from a dedicated care staff team who understand their needs and how support should be provided. Personal plans of care contain detailed information about people's care needs and are kept under review in case of any changes. People achieve excellent well-being outcomes because they are encouraged to be as independent as they can be and to live their lives in their preferred way. People attend activities of their liking and have choice about meals, snacks and drinks. People live in a good environment that is safe and meets their needs but requires some updating and cosmetic redecoration in places. Leadership and management at Beechley Drive is excellent. The Responsible Individual (RI) has exceptional oversight of the service and visits in line with regulatory requirements. There are policies and procedures in place for the smooth running of the service. Care staff are safely recruited, vetted and feel valued and well supported working at the service. Care staff attend training appropriate to the roles they undertake and feel well equipped to do their jobs.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives. People have their own personal daily routines and choose when they get up in the morning, when they go to bed at night and how they spend their time in between. Some people choose to plan their weeks in advance while others choose what they want to do at the time. People are actively involved in their care planning and reviews of their personal plans. They meet with their care team regularly and have opportunity to discuss their care and support needs and future goals. Personal plans of care clearly evidence people's thoughts, feelings, likes and dislikes and outline what people can do as well as what they need support with. Care staff actively encourage people to be independent and make their own choices and decisions. People are supported to learn life skills and do things for themselves that will stand them in good stead for living independently in the future. We were shown examples of how people have achieved personal goals through the consistent support and encouragement they have received. People enjoy communal activities at the home including DVD and popcorn nights, birthday parties and various arts and crafts.

People are supported to cultivate safe and healthy relationships. Visitors to the service are welcome and people are supported to maintain their relationships with friends and family through telephone contact or visits in their homes or the community; People are supported to use public transport where possible and the home also has a vehicle to take people to where they need to be. People are encouraged to take holidays of their choice, and we were told that some people holiday with their families while staff support others. People have built positive relationships with the people they live with and enjoy eating their evening meal communally. Food menus are planned in advance considering people's preferences and people take a turn to cook for everyone in the house. There is always further choice available, and people are free to make their own eating arrangements if they choose.

People are happy living at Beechley Drive and feel well supported by the care staff; One person said, *"I don't want to live anywhere else"* and another person said, *"the staff are kind to me, they do not abuse or harm me and I love living here"*.



Care & Support

Excellent

People receive the quality of care and support they need to achieve their personal outcomes. Beechley Drive has a stable and consistent care staff team who know people well and understand their needs. One staff member told us, *"I know the people I care for inside out, I know when something is wrong and how to help them"*. We saw positive interactions between care staff and the people they support which evidenced genuine familiarity, warmth and compassion. Personal plans of care clearly outline people's needs and how they should be met and contain robust information to guide care staff correctly. There are risk assessments and further information in place where required and all documents are reviewed regularly to ensure they remain accurate. People receive support from an internal care team with whom they meet with regularly and access external health professionals such as GP's and dentists as and when required. Any advice or guidance from health professionals is documented and followed correctly.

Medication processes at the service are safe and robust. There is a medication policy in place which includes details of how to respond to a medication error to reduce risk of harm to people. Medication is stored securely and administered safely in line with prescription. Care staff receive training and must be deemed competent before they are able to administer medication. There are Medication Administration Record (MAR) charts in place which contain all required information. MAR charts are signed correctly to evidence when medication has been administered.

People are protected from harm and abuse. Beechley Drive has a robust safeguarding policy in place and all care staff attend training in safeguarding adults at risk of abuse. Care staff understand what abuse looks like and how to raise any concerns they may have. One staff member told us, *"We care for vulnerable people and have a duty to protect them, I would raise any concerns without a second thought"*. The manager understands legal requirements of caring for vulnerable people and liaises with the local authority safeguarding team when required. Any safeguarding issues or referrals are reported to the RI and senior managers within the organisation. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team where required; this ensures that placements are lawful where people lack the mental capacity to make decisions regarding their care and accommodation needs.



Environment

Good

People live in a suitable environment. Beechley Drive is made up of two semi-detached houses located in a residential area of Cardiff that benefits from local amenities and good transport links. Both houses are set over two floors, and both have three bedrooms on the first floor and one bedroom on the ground floor. There is ample communal space including spacious lounges and dining areas that support people to spend time together and engage in communal activities and events. There is well-maintained garden space with good quality furniture for people to spend time outdoors comfortably. Bathrooms and toilets within the home are clean and in good working order. Beechley Drive is warm, welcoming and clean but would benefit from some upgrading and cosmetic redecoration in places. There is currently a redecoration programme underway to make the required improvements to the environment.

People have their own single bedrooms, and some bedrooms benefit from en-suite facilities. People are supported and encouraged to decorate their rooms to their taste and to make them as homely and personal as possible. Care staff respect people's personal space and encourage people to have autonomy of cleaning and taking pride in their personal space.

People can be assured they live in a safe environment. On arrival to Beechley Drive 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 to the service are monitored to ensure only authorised people enter. We did a tour of the service and found it safe as hazards have been reduced as far as possible. Window restrictors are in place and harmful chemicals are locked away securely. The building is well maintained, and we were told that repairs are completed swiftly. Safety checks of the building including gas and electricity safety testing takes place within legal timeframes. There is a fire risk assessment in place and all care staff attend training in fire safety. Fire alarms are tested weekly, and fire drills take place regularly during the day and the night. All residents have a personal emergency evacuation plan (PEEP) in place which guides care staff on how to evacuate them safely in the event of an emergency.



Leadership & Management

Excellent

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. Beechley Drive benefits from a manager who is very experienced in the care industry and is registered with Social Care Wales, the workforce regulator. The RI has outstanding oversight of the service and meets with people during regulatory visits, feedback forums and can be contacted directly by people if required. The RI produces a report following each regulatory visit to evidence engagement and oversight of the service. The organisation has strong governance and auditing arrangements in place and continually monitors the quality of care being delivered. This evidences that the provider is committed to providing a quality service and making improvements when necessary. There are policies and procedures in place for the running of the service and to guide care staff on what is expected of them. People are given detailed information about the service and how to complain if they are not happy. There have been no formal complaints to the service since the last inspection.

People are supported by staff with the necessary expertise, skills and qualifications to meet people's care and support needs. Care staff receive high quality training appropriate to the roles they undertake which is refreshed regularly to ensure knowledge is kept current. Care staff are given a robust induction when they join the service and are supported to obtain formal care qualifications. Where required all care staff are registered with Social Care Wales, the workforce regulator. Care staff are happy, feel well supported and valued working at Beechley Drive. They are able to access a range of care staff benefits and support services that the provider offers in an attempt to recruit and retain high quality care staff. One staff member said, *"I love working here, I like to take people out, the manger is good as gold, I don't have any issues at all"*. We examined a selection of care staff files and found that they contain the required information including identity checks and full employment history. We saw that pre-employment checks including references and Disclosure and Barring Service (DBS) 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.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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