



Inspection Report on

Beacons Park Short Stay

Brecon

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

24/01/2025

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About Beacons Park Short Stay

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cartrefi Cymru Co-operative Ltd
Registered places	3
Language of the service	Both
Previous Care Inspectorate Wales inspection	5 September 2024
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

Beacons Park Short Stay is a service accessed by people for short breaks or as emergency accommodation. People who use Beacons Park Short Stay receive high quality care and support. People are understood and are treated with dignity and respect. Their voices are heard, and they do the things that make them happy. People choose how they spend their time and are supported to be as independent as possible. People are safe and protected from abuse and neglect, they spend time in their community and feel they belong.

Personal plans of care are detailed, robust and are reviewed before each visit. Referrals are made to health and social care professionals without delay and care staff document any changes to people's needs promptly. Medication is stored correctly and administered safely.

The environment is safe and suitable for the needs of the people who use the service. The service has room for people to have personal space or enjoy activities together. The service provides a homely environment for people.

A long-standing team of care staff are recruited safely, are well trained and caring. Very good management arrangements and oversight of the service are in place. The service manager is accessible to people using and working at the service. The Responsible Individual (RI) visits regularly and consults with people to make improvements.

Well-being

People have information about the service and the opportunities that are available to them in the wider community. Information is provided in a format which supports their understanding. Individuals supported by Beacons Park Short Stay are treated with dignity and respect. They speak for themselves and make decisions, helping them to feel in control of their lives.

People make choices about how they would like to spend their time and what they would like to do during their stay. Beacons Park Short Stay creates opportunities, for people who may be away from home for the first time, to develop their confidence and independent living skills. People do things that matter to them in the community, attend events and visit friends. We were told about people going to work and the different groups they are involved with.

Individual's circumstances are very well understood and considered, and their voices are heard. People told us they feel safe and protected. Individuals receive a good standard of care and support from staff who they trust and who know them well. Care staff have been safely recruited, well trained and are supported.

People are supported to maintain their overall health and emotional wellbeing. The care staff team have positive relationships with people, they understand their physical and emotional needs, and when they may need some extra support. Care staff maintain good communication with other professionals and seek support in a timely manner. Robust management systems also ensure people's medications are well managed.

Care and Support

People using Beacons Park Short Stay can be confident the service understands their needs and their personal outcomes. The manager assesses people prior to receiving a service, taking into consideration information from the person, their representatives and professionals. The service provider considers these assessments and other available information to confirm they can meet a person's needs prior to their stay.

People can be confident their personal plans are accurate and up to date because they are reviewed prior to each visit. Personal plans reflect people's care and support needs, they detail their preference, likes and dislikes. Personal plans contain meaningful information about people's life history, helping staff to know and understand them. The support needed to achieve personal outcomes, possible risks and strategies for keeping people safe are also recorded in individual plans. Personal plans recognise specialist needs, which inform individuals' care and support provision.

The service provider works closely with the multidisciplinary team and implements guidance and treatment, to support people's health and well-being effectively. Information from health and social care professionals is accurately recorded in people's plans. When required, the service ensures people receive prompt medical treatment or assessments. Daily recordings are used to effectively monitor people's health, wellbeing and activities.

People are positive about the care and support they receive and are supported to develop their confidence and independent living skills. Individuals are supported by caring staff who understand their needs and know them well. Furthermore, people are kept safe by care staff who have undertaken safeguarding training and understand their responsibilities.

The service provider has safe systems for medication management. Medication records are fully complete, storage arrangements are safe, and the overall administration of medication is effective.

Environment

People appear to be relaxed and at home in Beacons Park Short Stay. The service has two bedrooms for short stays and one for longer stays, as an emergency provision. The downstairs bedroom has an accessible ensuite bathroom and sufficient space for mobility equipment. All bedrooms are clean, decorated to a good standard and have ample storage for people's personal items. People staying at Beacons Park Short Stay have the use of a homely comfortable lounge and kitchen/dining room. Individuals can freely use the kitchen with support from care staff available. Outside there is an accessible garden area. People are comfortable using the communal areas of the home.

People are supported in a safe environment. The service provider ensures risks to people's health and safety are identified and mitigated. Individuals have a Personal Emergency Evacuation Plan (PEEP) in place, describing how they will be evacuated in the event of an emergency or a fire. Fire drills take place regularly and regular maintenance checks are undertaken to confirm the environment and equipment is safe. A schedule of maintenance and servicing ensures all equipment and facilities are safe to use and fit for purpose.

Beacon Park Short Stay has been informed that, due to the size of the service, it is exempt from the Food Hygiene Rating Scheme. At the time of our visit the kitchen was clean, tidy and fridge temperatures are recorded daily.

Leadership and Management

The staff described the RI as being available and supportive. There are systems and processes in place for effective governance and oversight of the service. People using the service provide feedback to the RI about the support they receive. The RI completes audits and produces action plans, to ensure continuous improvement of the service.

The statement of purpose describes the service offered at Beacons Park Short Stay and explains how the service will be provided. The service operates within its Statement of Purpose.

People are supported by a well-established and consistent team of staff, with whom they have built positive relationships. The manager and care staff know the people who use the service well and people are at ease and confident in their company. Staff have confidence in the manager and feel well supported. People using the service, trust and value the care staff.

People are supported by staff who are suitably vetted and trained to provide the levels of care and support required. Care staff enjoy working at the service and value the people they support. Care staff are registered with Social Care Wales. There are sufficient numbers of skilled and experienced staff available to meet the needs of people using the service. There is a stable staff team at Beacons Park Short Stay with little staff turnover, ensuring there is continuity and consistency of support.

Care staff complete mandatory training and additional professional development which is person specific. Staff have a positive attitude to training and compliance is very high. Care staff told us they receive regular supervision and are positive about the support they receive.

Policies and procedures provide clear guidance for staff and support them to raise concerns. People staying at Beacons Park Short Stay have access to information giving them a clear understanding of how the service is provided and the records kept.

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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