



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

182 Beacons Park

Brecon

Type of Inspection – Focused

Date(s) of inspection – Wednesday, 22 June 2016

Date of publication – Thursday, 18 August 2016

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Summary

About the service

182 Beacons Park is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide care for up to four (4) younger or older people with a learning disability and one (1) person with a physical disability.

The home is a domestic dwelling on a large housing estate situated on the outskirts of the town of Brecon. It is a four bedroom house with one bedroom on the ground floor adapted for the use of a person with mobility needs. The home provides generally for short stay respite care (mostly up to a week) to give individuals a holiday to assist their usual carers to have a break. The house is owned by First Choice Housing who are responsible for the upkeep of the building.

Care is provided by the national provider Cartrefi Cymru CYF, the responsible individual is Nicola Philips and the registered manager is Eirlys Davies who is responsible for the day to day management of the home.

What type of inspection was carried out?

We (CSSIW) visited the home on 22 June 2016 on an unannounced basis. Analysis of information held by CSSIW about the home led us to plan a focused inspection which concentrated on the quality of life and considered the experiences of people who live at the home. This was scheduled as part of CSSIW's annual inspection process.

We (CSSIW) used the following methodology to collate information for our report:

- A review of information held by CSSIW about the service
- The Home's statement of purpose
- Discussion with the deputy manager and staff
- Observation of interactions and daily life between residents' and staff
- Examination of two resident's care files and associated documentation
- Discussion with two residents
- Inspection of the premises

What does the service do well?

The service provides short stay respite for people to enjoy a good quality of life in a safe environment.

What has improved since the last inspection?

New lockable medication boxes have recently been purchased and have now been fitted to the wall in the office.

What needs to be done to improve the service?

We did not issue any notices of non –compliance. However, we did notify the deputy manager that the service is non compliant with the following:-

Regulation 13 (2)

This is because the registered person failed to ensure that arrangements for the recording, handling and safe administration of medication were in place to ensure service user's health and safety. Further detail will be provided within the body of the report.

Regulation 15 (c)

This is because the registered manager failed to ensure that the service users care plan is kept under review.

Good practice recommendations.

- The registered manager to audit all care files to ensure that all documents are up to date and old documentation is appropriately archived to ensure that only the most up to date information is on the file.
- The registered manager was on holiday when we inspected the home. The deputy manager is quite new in post and also there has been a merging of data systems on the computer. Therefore, as quite a lot of staff information is now stored on the IT system we experienced difficulty in trying to access all the information on staff files and supervision/appraisal details. This will be followed up at the next inspection.

Quality Of Life

Overall we (CSSIW) found staff to be friendly and welcoming and their interactions were observed to be warm and sensitive towards people using the service. People were relaxed and comfortable with their surroundings. The environment was pleasantly decorated and homely. Many of the people use the service on a regular basis and, therefore, are supported by familiar staff which promotes continuity. It was clear that staff had built productive relationships with people even though some visit on a regular basis and others visit rarely.

We observed that people have choice and influence which enhances wellbeing. We observed people spending time in communal areas of the home as well as enjoying their own space in their bedrooms. We also observed people being offered a choice of activities during the morning and choice at meal times. Staff we spoke with were familiar with people's individual preferences and confirmed that food is freshly cooked and nutritious. Stock levels are sufficient should alternative meals be required.

People can be assured that the quality of life being offered to the people who use the respite service at Beacons Park is of a high standard. This is because we spoke to staff who were knowledgeable about the people currently staying at Beacons Park and the person who was arriving later in the day. Staff were able to tell us about their individual personalities, their routines and their likes and dislikes.

People can be assured that they experience warmth, attachment and belonging and are able to develop relationships. During our inspection we observed staff and residents interacting and also residents in conversation with each other.

During our inspection we were able to speak to the two people who had stayed the night before. One was staying for a few more days and the other was going home just after lunch on the day of our inspection. We asked one person what they thought of the staff and they told us "they are nice, really nice to us all. I know them all as I have been before, it is really lovely, they are like a mammy to me and they are respectful to me" The other person told us that "it is all good here" and "I have been here loads of times as I don't like to be too far from home".

Before people arrive for their respite, they are contacted to discuss what activities they will want to do when they come to stay. The people currently staying told us that they had been to the shopping centre in Ebbw Vale, visited the Old Railway Garden Centre, been to Llandrindod Wells for a ride in the car and met a friend in the local supermarket for coffee.

It was clear that the service offered respect and dignity and the chance to be an individual while being supported within a family environment.

We carried out a medication audit and identified several concerns with the medication administration record sheet (MAR's) which were:

- When staff transcribe information onto a MAR chart, there should be a double signature

- Staff not entering on MAR chart the quantity of medication received or dating and signing receipt of the medication
- Information not clearly stated on MAR chart around what time of day medication is to be administered or the quantity to be administered.

People using the service and their relatives/advocates can be assured that Beacons Park offers people a good quality respite care service. We found that staff have a good knowledge and understanding of the needs of the people who use the service and spoke to the people with warmth and respect.

Quality Of Staffing

This inspection focussed on quality of the quality of life. CSSIW did not consider it necessary to look at quality of staffing on this occasion. This theme will be considered at future inspections.

Quality Of Leadership and Management

This inspection focussed on quality of the quality of life. CSSIW did not consider it necessary to look at quality of leadership and management on this occasion. This theme will be considered at future inspections.

Quality Of The Environment

This inspection focussed on quality of the quality of life. CSSIW did not consider it necessary to look at quality of the environment on this occasion. This theme will be considered at future inspections.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.