



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

# Inspection Report on

**182 Beacons Park**

**Brecon**

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## **Description of the service**

The home provides care for people with learning disabilities. It is situated in a residential area on the outskirts of Brecon. The registered provider is Cartrefi Cymru Co-operative Limited and the registered manager is Eirlys Davies.

The home is registered to provide care for up to four people. One of the bedrooms is on the ground floor and is suitable for people who require assistance with mobility or have complex care needs. The home provides respite care only.

## **Summary of our findings**

### **1. Overall assessment**

People staying at the home receive a good standard of care, which is based around their individual care needs and preferences. The staff provide a relaxed and homely atmosphere and are knowledgeable about people's care and communication needs.

### **2. Improvements**

There were no areas of non-compliance noted at the previous inspection.

### **3. Requirements and recommendations**

Section five of this report sets out one recommendation for improving the service in relation to the frequency of staff supervision.

# 1. Well-being

## Summary

People feel safe and are content when staying at the home. Their individual preferences, routines and communication needs are recognised and respected.

## Our findings

People are encouraged to express their opinions and preferences. We read the care documentation and saw that it contained full information about people's likes, dislikes and preferences. In one set of records it was clear that this information had been supplied by family members as the person was unable to easily communicate their preferences but in others it was clear that people had contributed their own ideas. Where people had communication needs, we saw staff were skilled in understanding peoples' signs and behaviours. We spoke to staff and they displayed a good level of knowledge about people's individual method of communication. From the evidence gathered we judged that people are able to express their views and are listened to and understood.

People's interests are understood and promoted. We saw one person arrive for a period of respite and soon after, supported by staff, go out for while in a car. The staff explained that they enjoyed being out in the car and this was corroborated by the care records. The staff were also able to describe other activities that the person enjoyed and we saw photographs of previous activities. We also saw information about preferred activities in other care records and read about people taking part in social and leisure events. We therefore found that people are able to pursue their preferred interests and leisure activities, during their stay, supported by staff as appropriate.

People's individual communication needs are understood. We saw staff communicate well with a person who was unable to communicate verbally. The staff clearly knew the person's method of communication and were able to interpret their needs and wants to their satisfaction and enjoyment. We also read clear information about communication in the care records seen, although we were unable to observe staff communicating with other people as there was only one person staying at the home. We found that people feel valued because their verbal and non-verbal communication is responded to and acted upon.

## **2. Care and Support**

### **Summary**

People staying at the home receive a good standard of care provided by a caring and friendly staff team. Their health and social care needs are responded to by appropriate referral to and contact with health and social care professionals.

### **Our findings**

People have access to health and social care professionals. Even though this is a short stay respite service we saw information and contact details in the care records about a range of health and social care professionals. There were notes or reports from GPs, an occupational therapist and district nurses. In one set of notes this included information about regular contact and visits from a district nurse to give insulin. We also read up to date information of reviews from care managers, which had included input from the staff at the respite service. When we spoke with the manager she explained that she regularly attended care reviews. We conclude that people's lives are enhanced by appropriate referrals to and liaison with health and social care professionals.

The care records provide staff with clear and up to date information. When we read the care records we saw that they were well completed and had been regularly reviewed. They included details of personal likes, dislikes and preferences. There was evidence that the records had been updated when a person's needs had changed. We saw appropriate risk assessments were in place. We read daily care records which included information about personal hygiene, food and drink, activities and any incidents or changes in the person's mood or behaviours. From the evidence gathered we found that people receive a good standard of care in line with their assessed needs.

People are treated with care and kindness. Although we were only able to observe staff interaction with one person, we saw that staff had a friendly approach to people staying for respite. We observed staff treating the person with kindness and dignity. We saw the person given choices and support to make choices. We saw that the person appeared settled and content at the home. We found that people are treated with dignity and respect from a staff team who are knowledgeable and caring.

### **3. Environment**

#### **Summary**

People can be assured that they are able to stay in clean and homely premises that are suitable for their needs.

#### **Our findings**

People feel valued and contented because they are cared for in a clean and homely environment. When we arrived we felt that there was a welcoming atmosphere. We walked around the home and were able to see each of the bedrooms as there was no-one staying when we first arrived. The communal areas were clean and inviting. The bedrooms were also clean and decorated to a reasonable standard, but did not contain any personal objects because of the nature of the service and the clearly documented needs of the person staying. We saw a pleasant outdoor area, although this was not in use as the weather was rather cold and the person staying choose to go out in the car. People are cared for in an environment which is clean and comfortable.

People are cared for in a suitable environment. We looked at a random sample of maintenance certificates and checks. This included gas safety, hoist and fire extinguisher checks. We saw that they had all been completed on time. We also saw the fire risk assessment which had been completed and was last reviewed in June 2017. When we walked around the home we saw that it was furnished and maintained to a good standard. People's lives are enhanced by staying in a well-maintained environment.

The transport facilities and location of the home allows people access to the community. We saw that there was a car for people to go out into the community, with support from staff. While we were visiting we saw one person go out with two members of staff. There was parking at the front which allowed the person easy access to the car and into the home. People staying for respite are provided with access to the local community and other areas further afield because of the availability of transport.

## **4. Leadership and Management**

### **Summary**

There are well developed leadership and management systems in place, which enable the service to run smoothly. There are robust staff recruitment training and supervision processes, although some of the staff supervision had not been completed two monthly.

### **Our findings**

There is a good staff recruitment process. We looked at information in staff files and in the computerised records. We discussed the staff files with the registered manager and deputy manager and were told that the majority of information was now scanned onto the computer although this process was not fully completed. Looking at both the paper and computerised files we saw that all the checks were in place, including Disclosure and Barring Service (DBS), references, applications with full employment histories and photographs. We saw that the information provided was considered, risk assessed and then the decision-making recorded where necessary. People's safety is enhanced by the robust recruitment processes.

Staff are provided with on going training and support. We looked at the records of staff training and saw that there was a comprehensive programme in place. There was evidence of completed induction training and probation periods. There was also clear evidence of completion of mandatory training and updates. We talked to staff who told us that they attended regular training and they felt this provided them with the skills and knowledge they required. When we talked with and observed the staff we found that they were knowledgeable and competent. We also looked at records of staff supervision and saw that although there was a system in place, the sessions were not always taking place two monthly as required. We discussed this with the registered manager who explained that she had been away from work for a while and although the management of the home had been competently organised by the deputy manager, it had not been possible to complete all the staff supervision. It is recommended that staff are provided with two monthly one-to-one supervision in line with national minimum standards. We looked at records of staff meetings and saw that these took place regularly. Overall people benefit from a service where staff are well trained and supported.

There is a commitment to providing good quality care. We looked at the annual quality of care report, which had been completed in February 2017. The registered manager explained that new questionnaires were due to be sent out to people who used the service and their relatives, to provide input to the next annual report. We also saw that the home was visited by a representative of the registered provider, who considered the quality of the service and produced a written report. We read the most recent report covering the months September – December 2017. There was written evidence of monthly audits carried out by

the registered manager, this included medication audits. People's care is enhanced by the quality assurance processes and commitment to improving care.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

The frequency of staff supervision needs to be in line with the company policy and National Minimum Standards for Care Homes for Younger Adults, 27.4.

## 6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the home on 18<sup>th</sup> December 2017 from 9:30 am until 1:30pm.

The following methods were used:

- We walked around the home, including the bedrooms as no-one was staying when we first arrived.
- We briefly saw the one person who arrived to stay at the home for respite that day, before and after he went out with staff.
- We observed the interactions between staff and the person staying at the home.
- We looked at the care files of two people who receive respite at the home, including the person staying at the home.
- We looked at staff recruitment, training and supervision information held on file and on the computer.
- We looked at a range of records including:
  - a sample of maintenance and safety checks
  - fire risk assessment
  - records of audit visits carried out by a representative of the registered provider
  - the annual quality of care report.

Further information about what we do can be found on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)

## About the service

|  |                                     |
|--|-------------------------------------|
| Type of care provided                                      | Adult Care Home - Younger           |
| Registered Person  | Cartrefi Cymru Co-Operative Limited |
| Registered Manager   | Eirlys Davies                       |
| Registered maximum number of places                        | 4                                   |
| Date of previous CSSIW inspection                          | 22/06/2016                          |
| Dates of this Inspection visit                             | 18/12/2017                          |
| Operating Language of the service                          | English                             |
| Does this service provide the Welsh Language active offer? | Yes                                 |
| Additional Information:                                    |                                     |