



# Inspection Report on

**Beechley Drive**

**4-6 Beechley Drive  
Cardiff  
CF5 3SF**

## **Date Inspection Completed**

14/06/2022

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## About Beechley Drive

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	PARKCARE HOMES (NO.2) LIMITED
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	29 January 2020
Does this service provide the Welsh Language active offer?	Yes. 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

People are happy living at Beechley Drive and speak highly of the staff who provide their support. Care staff understand the needs of the people they support and do so with kindness and respect whilst promoting independence and choice. Care documentation contains detailed information about people's needs and how they are best supported. These documents are reviewed regularly to ensure they are kept current. People are included in the assessment and review processes with their personal preferences clearly recorded throughout. Referrals are made to internal and external professionals without delay and advice and guidance is followed correctly. People engage in social or educational activities of their choice and have their own personal daily routines. Medication processes at Beechley drive are safe. Care staff enjoy working at the service and speak positively about the roles they undertake but feel that staffing levels need to be increased. All staff receive appropriate training and supervision and feel well supported by the management. There are robust quality assurance processes in place and the Responsible Individual (RI) has good oversight of the service. People live in a pleasant environment that is suitable and safe. People have their own personal bedroom space.

## Well-being

People receive support without delay. Care documentation outlines peoples needs and guides staff on how these should be met. Documents are reviewed to ensure they are accurate and referrals are made to professionals when required. Staff receive appropriate training and are well supported by the manager. Staff feel valued working at Beechley Drive but note that there are staff shortages at the service. Care staff engage positively with the people they care for and facilitate people being independent where possible. Medication processes at the home are safe and people receive their medication without exception. People spend their time doing activities of their choice and have space and privacy in their own bedrooms which contain their personal belongings.

People are treated with dignity and respect. Care staff understand the needs of the people they care for and do so with kindness and patience. People are fully included in their care planning and review processes and have opportunity for their voice to be heard. Care plans are person centred and include risk assessments where required. There are quality assurance processes in place that consider the views of the people using the service and the RI engages with residents during each monitoring visit. People are given information about the service in a format that they are able to understand and have access to independent advocacy services. There is a complaints process in place that people can access if they are unhappy with the care they receive.

People are protected from abuse and harm. Beechley Drive has a safeguarding policy in place and all staff undergo training in how to protect adults at risk of abuse, which is refreshed annually. The manager understands legal requirements in regard to caring for vulnerable people and engages with safeguarding and legal professionals appropriately. Any safeguarding referrals are stored centrally and monitored as part of quality assurance processes along with accidents, incidents, and complaints. Staff recruitment is safe as pre-employment checks are completed prior to employment commencing. The environment is safe with hazards reduced as far as possible and safety checks completed in a timely manner.

## Care and Support

People receive the right care at the right time. Care staff understand the needs of the people they support and do so with kindness and respect. Staffing levels at Beechley Drive are currently not in line with those set out in the statement of purpose and care staff advise that the shortage of staff is “*making them tired*”. Whilst people’s needs are being met without delay, we advised the provider that improvements to staff levels are required due to the risk of impact on residents and staff burnout. The provider is aware of the issue and it actively recruiting for staff. We have been given assurances that staffing levels will be looked at as a priority. Whilst no immediate action is required, this is an area for improvement and we expect the provider to take action. Care documentation is thorough, robust, and reviewed regularly. Care plans clearly outline peoples needs and detail how these needs are to be met. These documents are important as they guide staff on how to best support people. Medication processes at Beechley Drive are safe. Referrals are made to internal and external professionals without delay and any advice or guidance is fed into care plans and followed correctly. A visiting professional told us “*Staff are excellent at communicating with me, and if I need something they order it straight away*”. Medicines are stored securely and administered in line with prescription by staff who are deemed competent to do so. All residents have a Medication Administration Record (MAR) chart in place which contains a photo of the person and all administered medication is signed for correctly.

People have autonomy over their lives as far as possible. Care staff and residents have positive relationships and staff support people to make their own choices and encourage them to be as independent as possible. People are at the centre of care planning and actively participate in the assessment and reviewing processes. Care documents are individual and outline peoples likes and dislikes and their preferences on how they prefer their care to be delivered. The voice of the person is evident. People we spoke with told us that they are happy living at Beechley Drive and one person said, “*its brilliant here, I love the staff, its very calm and I get to go out*”. People have their own personal activity plans in place and do the things that matter to them. Care staff support people to access social activities and education within the community and people are supported and encouraged to engage in domestic tasks such as shopping and cooking to develop these skills.

## Environment

People live in an environment that is suitable to meet their needs. Beechley Drive is made up of two houses in a residential area of Cardiff that benefits from local amenities and good transport links. We found the service to be warm, welcoming, clean, and decorated nicely throughout. The home has adequate communal space including lounges and dining area that enables people to spend time together, or to receive visitors in private. There is a large, safe outdoor space with patio furniture so people can enjoy sitting outdoors if they prefer. The home has a sufficient number of toilets and bathrooms for people to use which are clean and in good working order. All residents have their own single bedroom which are comfortable and offer people privacy and opportunity for quiet time. People are encouraged to make their bedroom as personal as possible and are free to access their room as they choose to. The building is well maintained with any repairs completed swiftly.

People can be assured they live in a safe environment. On arrival to Beechley Drive we found the main entrance secure and we were permitted access by a staff member who checked our identification fully. We were asked to sign the visitors book and to show proof of a negative Covid-19 test. We found the environment to be safe with all hazards removed as far as practically possible. Chemicals are locked away safely and window restrictors are in place. There are measures in place to reduce Covid-19 entering or spreading throughout the service, such as additional cleaning and staff are wearing Personal Protective Equipment (PPE) correctly. Safety checks of the building including gas and electricity testing are completed within legal timeframes and any serviceable equipment is serviced when required. There is a fire risk assessment in place, which is updated regularly and emergency lighting and fire alarms are tested regularly. All residents have a Personal Emergency Evacuation Plan (PEEP) in place. This document is important as it guides staff on how to evacuate people in the event of an emergency.

## Leadership and Management

People benefit from the leadership and management in place. Beechley Drive has a nominated RI who has good oversight of the service and a manager who is registered with Social Care Wales, the work force regulator. There are robust policies and procedures in place for the smooth running of the service, which are reviewed periodically. Quality assurance monitoring takes place every six months and includes seeking the views of people living at the service and staff working at the service. Good practice is highlighted and action plans devised where improvements are required. This process indicates that the provider is committed to providing a quality service at all times. Since the last inspection improvements have been made and the RI now visits the service in line with regulatory requirements and produces a report to support these visits. No formal complaints have been made to the service since the last inspection and we were able to see a number of compliments from professionals in regard to the care people receive. The manager understands legal requirements in regard to caring for vulnerable people and makes referrals to the Local Authority safeguarding team when appropriate. All referrals are then stored centrally, with outcomes recorded and monitored as part of the quality assurance process. This is good practice as it enables providers to identify themes and trends of abuse and to ensure lessons are learnt.

People are supported by staff who are trained and well supported. We viewed the staff training matrix and saw that staff attend training relevant to the role they undertake. The majority of staff are fully up to date with training and any overdue training is scheduled. All staff receive formal supervision in line with regulatory requirements. Supervision is important as it is an opportunity for staff to discuss practice needs or issues in a setting that is recorded. Staff we spoke with told us that they are happy working at Beechley Drive and described the manager as “lovely, really good and supportive”. Staff feel valued but highlighted that short staffing at the service is having an impact on them. We examined a selection of staff personnel files and found that they contained all required information, but we reminded the provider that staff photographs must be kept up to date. Pre-employment checks including references and DBS certificate are applied for prior to employment commencing. These checks are important as they determine a person’s suitability to work with vulnerable people.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
34	The staffing levels are not in line with those set out in the statement of purpose and need to be increased to ensure the safety and well-being of people using the service.	New



73	Regulation 73 - Responsible Individual visits.	Achieved
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