



Inspection Report on

The Beeches

The Beeches Nursing Home
1 Bethuel Street
Aberdare
CF44 7HJ

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

12/04/2023

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About The Beeches

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	PARKCARE HOMES LIMITED
Registered places	46
Language of the service	Both
Previous Care Inspectorate Wales inspection	19.5.2022
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive support from nurses and care workers who are kind, committed and mostly familiar to them. There are positive relationships between residents and staff who understand the needs of the people they care for. Personal plans set out people's care and support needs. People have opportunities to take part in a range of activities, delivered by two activity coordinators. A good variety of freshly cooked meals are served. People are cared for in a warm, clean and comfortable environment that meets their needs. Safe recruitment checks are completed and care staff complete a thorough induction programme. Policies and procedures maintain the safety and well-being of people who live at the service. The management team including a newly recruited deputy manager are committed to the ongoing development and improvement of the service. The responsible individual (RI) has an oversight of the service and quality monitoring audits are completed.

Well-being

Care documentation within the service is informative and up to date. Care plans are person centred, detailed and clear to follow. Nurses and care workers have a good knowledge of people and are therefore able to notice any changes quickly and respond promptly. People remain as healthy as they can be due to timely referrals to healthcare professionals and effective administration of medication. Healthy and nutritious meals consider people's dietary needs. People living in the home and their relatives told us they were very happy with the care provided at The Beeches.

There are measures in place to keep people safe. Nurses and care workers are aware of their safeguarding responsibilities and are trained to keep people safe. Staff are recruited in line with regulation and are subject to pre-employment checks to ensure their suitability for the role. Medication is stored securely and administered as prescribed. Policies and procedures promote safe practice.

There is a clear management structure for the service. We generally received positive feedback from the staff we spoke with, who told us they feel valued and supported by management. There are effective systems for monitoring and auditing standards of support and the environment. There is a statement of purpose, which is a document that sets out information about the service provided.

People live in an environment that supports them to achieve their well-being. The Beeches is a two storey care home that caters for people and their associated needs. Bedrooms are comfortable and personalised. Suitable mobility aids are in place to help people where needed. The home is close to local facilities and amenities. We saw people are relaxed and comfortable in their environment, and people told us they like living there. The home appeared clean and well-maintained.

Care and Support

The service promotes people's health and well-being. Care workers encourage people to develop and maintain important relationships. The new electronic care system includes personal and social profiles which capture details about who people are and how they like to be supported. Their care and support needs are set out within individual risk assessments and personal plans. Although regularly reviewed, the provider needs to clearly evidence that people are formally consulted about whether their plans remain suitable. Records show that the relevant health and social care professionals are involved in people's care. Copies of specialist assessments are available within care records and reflected within personal plans. Daily records indicate that people receive appropriate care, in line with their personal plans.

People experience warmth and kindness. We saw care staff treat people as individuals. They are very attentive and respond to people's different needs with appropriate levels of prompting and support. People look relaxed and comfortable in the presence of staff. Staff speak in a friendly, caring and respectful way and people respond positively. Relatives told us "*they are very good to my mother*" and "*the staff are very friendly*". People living in the home told us "*They make sure you are safe*", "*staff are kind and friendly*" and "*they are all very nice*". We witnessed positive interactions during the inspection and saw care staff supporting people in a dignified manner.

Staff identify when people may be at risk of harm or abuse, and appropriate safeguarding procedures are in place. We saw risks to people's health and safety are included in care plans and risk assessments. Care staff are aware of their personal responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they felt confident approaching management if they needed to. A resident told us "*Oh yes, I feel quite safe*".

People living at the service receive their medication as prescribed. The service completes checks, which ensures medication is stored at correct temperatures, and therefore remains effective. Medication audits ensure staff maintain good practices and identify any areas of improvement. A sample of medication records we saw contained no gaps or errors; medication is stored safely in a locked facility and controlled drugs and stock checks managed effectively.

Environment

A personalised environment which is appropriate for individual's needs, supports people to feel included, uplifted and valued. The home takes a person-centred approach to accessorising rooms in order to find a balance between creating a warm, homely environment whilst maintaining personal safety. The home is set over two floors with a lift in situ to ensure that people can move between floors safely. There are handrails in place where required and the flooring is suitable for the use of walking aids to reduce risk of falls. People have access to call bells to alert staff when they require assistance.

Policies and procedures are in place to prevent infection and are in line with current legislation and guidance. We observed staff using personal protective equipment (PPE) such as aprons and gloves, and saw hand-sanitising/PPE stations throughout the service.

The service provides people with care and support in a location and environment with facilities and equipment that promotes their personal outcomes. It is accessible and safe with appropriate security measures in place. A Health and Safety policy is in place and is up to date. The general environment is warm, welcoming and odour free. There are also plans for the development of the garden.

Leadership and Management

Safely recruited and supported staff care for people. The records we examined show the provider carries out the necessary checks when recruiting staff. Records contain all the required information including Disclosure and Barring Service (DBS) checks and references from previous employers. Several staff have worked at the home for many years, which provides continuity for people. Staff receive regular formal supervision in their roles and have opportunities to discuss any work-related concerns they may have. Most staff say they feel valued and supported. A care worker told us that the Priory Group provide free counselling for all staff which is "*Brilliant*". Staff we spoke with told us "*It's a lovely place to work*", "*we could do with more praise*", "*I enjoy my job*" and "*I'm learning every day*".

People can be confident the care provider and management of the home monitor the quality of the service they receive. The Responsible Individual visits the home regularly and meets with residents and staff. We viewed the latest quality monitoring report, which evidenced people's feedback and recommendations for improvements in the home. General feedback from individuals and relatives was very positive: "*They are all very nice*", "*I can visit at any time*" and "*Since I've been here, they have been marvellous*".

People can access information to help them understand the care, support and opportunities available to them. The statement of purpose and information leaflet describes the current arrangements in place regarding the service's accommodation, referral and admission process, the type of care and support available and ways in which it is working towards providing a Welsh language service provision. The statement of purpose also includes details of the service's supervision and training arrangements for care and nursing staff.

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. 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
34	There are not always sufficient care staff in place to ensure care and support needs are met and individuals are supported to achieve their personal outcomes.	Achieved
16	Personal plans are not always updated to reflect current needs.	Achieved
36	Care staff do not receive appropriate individual supervision.	Achieved
59	The service does not maintain accurate and up to date records around the application of topical medication.	Achieved

Date Published 06/06/2023