



Inspection Report on

Belle Vue South Wales Ltd

**Belle Vue Care Home
207-211 Newport Road
Cardiff
CF24 1AJ**

Date Inspection Completed

18/07/2023

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About Belle Vue South Wales Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	BELLE VUE SOUTH WALES LTD
Registered places	39
Language of the service	English
Previous Care Inspectorate Wales inspection	23 March 2023
Does this service provide the Welsh Language active offer?	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

This inspection was carried out to review areas where the service was not meeting legal requirements in March 2023. This is because there was a lack of oversight by the Responsible Individual (RI) to evaluate the quality of care and some of the facilities and equipment was not fully suitable. We found that the service has made positive changes and improvements in these areas to meet legal requirements. The service provider must ensure that the improvements are sustained and embedded in the service.

People's care and support needs are being consistently met. Personal plans are in place and reflective of people's needs and preferences but could be further strengthened. People receive medication at the right time and there is good access to health services, when needed. Further work is needed to ensure the outside area is safely accessible for people and protects them from harm. The home is clean and personalised to people's taste. There are robust infection control arrangements in place to maintain the cleanliness of the home.

There is improved oversight of the service. The RI regularly visits to keep well informed and understands the needs of the service. The staff felt well supported by the manager. Training is provided for their role but further core training is required.

Well-being

People are treated with dignity and respect. People receive the care they need by care staff that know them well. The service retains staff which promotes continuity of care which people like. There appears to be sufficient numbers of care staff to meet people's personal outcomes. We saw care staff being attentive and responsive. People appeared comfortable in the company of staff and we saw lots of positive engagement and laughter. Personal plans are in place which is important to inform staff how best to support people and their preferences. The manager intends to develop the personal plans further to be more person centred and focus on what people can do for themselves, as well as what support they need. Personal plans are regularly reviewed but people should be given the opportunity to contribute.

People's health and well-being is effectively monitored. Medication is administered at the right time to promote people's health and well-being. There are regular medication audits in place to maintain safe practices. Appropriate professional referrals are made when needed to seek advice and treatment. People's well-being is promoted through regular opportunities for activities which are tailored to people's interests and preferences.

People are comfortable in the home but further environmental work is needed. We recognise that the service provider has invested in the home since the last inspection to make improvements. However, further work is needed to ensure the outside garden area is safely accessible for people and protects them from harm. There needs to be a refurbishment plan in place to adequately address all areas.

People are starting to benefit from improved oversight of the service. The RI is regularly visiting the home to keep well informed. There are good systems in place to evaluate the quality of service and identify improvements when needed. The manager receives consistent support from the RI which is important to seek advice and discuss their professional development. Staff feel well supported and informed by the manager. Although staff receive training for their role, this is inadequate as we noted gaps in core training areas. Comprehensive training is important to help staff understand the needs and conditions of people they support. This was discussed at the last inspection and records show insufficient progress has been made.

Care and Support

People told us that staff are kind and respectful. We observed positive interactions between people and care staff. The service retains staff well which provides continuity of care for people. There appear to be good staffing levels to ensure that people do not wait for the support they need. We saw staff being responsive to people. The service values the importance of people maintaining relationships with friends and family.

People are included in the development of their personal plans to ensure their preferences are known. This is important to help staff understand the support people need. Personal plans are basic and they need to be further developed to be person centred. There are reviewing arrangements in place to keep personal plans up to date with changes. Staff told us they rely on this information as this helps them get to know the person. Although we found that people's views are important to the service, they should be given the opportunity to contribute to their review to make their choices and preferences known. Appropriate referrals are made to other professionals when needed to seek specialist advice and intervention.

People receive medication at the right time. There is a robust medication policy in place for care workers to follow. Care workers are adequately trained to administer medication. Records show that people receive medication when required to maintain their health and well-being. There are regular audits in place which indicates consistently good practice in the management of medication. There is a good relationship with the General Practitioner and they regularly visit the home. District Nurses are contacted to provide treatment when required.

The service recognises the importance of activities for people's well-being. We found there are varied activities offered to meet people's preferences and interests. People are encouraged to socialise together and we saw lots of laughter and positive engagement with care staff.

Environment

The property is homely, warm, and clean. People appear comfortable and happy living at Belle Vue. Each person's private room is secure, spacious, and personalised to reflect the occupant's taste and interests.

Since the last inspection, there are now servicing arrangements in place for all equipment and facilities in the home. The home is being decorated and new flooring has been renewed in a few areas. The shower room has been fully renovated and bath/shower chairs renewed. Some of the fabrics and furnishings in the home have been replaced, which improves the appearance of the rooms. There is a fire risk assessment in place and most action points have been addressed. There are personal emergency evacuation plans in place which is important to guide care staff on how to evacuate people in the event of an emergency. We found that the service has made positive changes and improvements in these areas to meet legal requirements.

People cannot be assured that there are adequate arrangements in place to ensure the home is well-maintained and people have the freedom to safely access all areas. We found that the outside garden is poorly maintained and the area would pose a risk to people. This is contrary to the information within the statement of purpose which informs people of what they can expect. Although there are window restrictors in place, a few are not in accordance with current guidance. Some personal bedroom curtains are ill-fitted and should be adjusted accordingly for people. A room that visitors and care workers use is cluttered and poses a fire risk. Internal fire checks and fire evacuations are significantly out of date. These checks are important to ensure fire equipment is fully working and people receive the right assistance to evacuate safely. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

There are good infection control arrangements. There are cleaning schedules in place for staff to maintain a clean environment. We saw the home was clean and tidy throughout. Harmful chemicals are stored securely to ensure people are protected from harm. There are sufficient supplies of cleaning materials and personal protective equipment (PPE). There is a clinical waste contract in place and we saw contaminated PPE appropriately disposed of. The majority of staff are trained in infection control and health and safety.

Leadership and Management

People can be assured that there is improved governance and oversight of the service. This has given the RI insight into the operational needs of the service. Since the last inspection, the RI regularly visits the service and seeks people's views. Care staff told us they welcomed this opportunity to speak with the RI. A quality care report has been produced which effectively evaluates the quality and effectiveness of the service and provides an action plan for further development, whilst celebrating its successes. The service recently formally consulted with people using the service, their representatives and staff and the overall feedback was complimentary. Some policies and procedures are reviewed but the safeguarding policy requires revision in line with current guidance. It is important that care staff are given time to read and understand the information. The manager receives good support from the RI and felt any concerns were acted upon. They are still actively recruiting a deputy manager which has been challenging, but in the interim additional support has been arranged. The manager reviewed the on-call arrangements to ensure senior care workers receive good guidance out of hours to minimise the calls to the manager. We found that the service has made positive changes and improvements in these areas to meet legal requirements.

People benefit from staff that feel well-supported. All staff receive regular supervision which is important to give them the opportunity to receive support and discuss their professional development. Care staff told us they value supervision and felt confident to raise issues with the manager which would be acted upon. Care staff told us that the manager and senior staff are supportive and approachable. Staff meetings take place quarterly and the RI attends, which staff value.

People cannot be fully assured that staff are adequately trained to understand the needs of people they support and their specific conditions. Although we found some staff training had taken place since the last inspection, the progress was insufficient to be assured that care staff receive core training. Comprehensive training is important to help staff understand the needs and conditions of people they support. The manager assured us that action will be taken. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

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
43	People do not live in a well-maintained environment to meet people’s personal outcomes and keep them safe from harm.	Achieved
66	The responsible person has failed to maintain proper oversight of the manager to provide assurance that the service is being well run and meeting the regulatory requirements.	Achieved

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
44	The home environment requires further work and the garden requires maintenance	New
36	Staff to receive core training in all areas to enable them to understand the needs and specific conditions of people they support	Not Achieved
15	Personal plans to be reflective of people's needs and updated when there are changes	Achieved
16	People to be given the opportunity to contribute to their reviews to make their choices and preferences known	Achieved

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