



# Inspection Report on

**Beacons Park Short Stay**

**Brecon**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

30/08/2023

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## About Beacons Park Short Stay

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cartrefi Cymru Co-operative Ltd
Registered places	3
Language of the service	Both
Previous Care Inspectorate Wales inspection	11 August 2022
Does this service promote Welsh language and culture?	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

Beacons Park is a short stay and respite service, accommodating both planned and emergency stays. People are encouraged to relax and make themselves comfortable, whilst also practicing independent living skills and working towards goals they set. The staff team are all long-standing support workers who have worked at the service for many years and are very experienced. Care documentation is being transferred over to an electronic care management system, which has been adapted for short stays. Plans and risk assessments contain relevant information and are reviewed with the person prior to their next stay. Support workers are well trained and supported to be confident and competent in their roles. Facilities are checked and maintained to ensure they are safe to use. The Responsible Individual (RI) has good oversight of the service and completes monitoring visits as part of ongoing quality assurance processes.

The manager is Welsh speaking and people's preferred language is gathered at the time of assessment. Welsh language documentation is available on request.

## Well-being

People are supported to have control over their day-to-day choices whilst staying at Beacons Park. We spoke to people staying there at the time of our visit and saw them discussing what to have for dinner or what to do during the day. We saw warm and friendly interactions, which were both accommodating and encouraging. People are given a service user guide during every introductory visit so they know what the service can and cannot provide. The service asks for feedback from people, their representatives, and other professionals. There is a complaints procedure in place if needed.

There are processes in place to keep people safe from harm or abuse. Risk assessments are in place to minimise potential harm to individuals both in the service and out in the community. Missing person's profiles are kept on file for quick reference if needed. The manager advised that they are confident in referring any potential safeguarding issues, all staff have completed safeguarding training and there is a current safeguarding policy in place for staff to follow if they need additional guidance.

People's environment supports their wellbeing. People's compatibility is considered prior to booking in their stay, and staffing levels are determined based on individual need. There are communal areas where people can spend time together, talk and share meals. Facilities and utilities are safe and fit for purpose.

## Care and Support

People told us they enjoy their time staying at Beacons Park: *“I like it here,” “it’s very good here, they get me doing things that will help me at home.”* Support worker feedback said: *“I feel the individuals who stay with us are well supported, they are given choices and options in all aspects of their care. The staff team are very caring, well trained and want the person to get the best out of their stay.”*

People have up to date support plans in place, containing accurate and relevant information for support workers to be able to effectively meet their needs. The service is now using an electronic care management system, which allows all staff access to all care plans and risk assessments via their work mobile phones, which they also use to record daily activities, medication, and any notable events as they happen during the day. This is improving the quality of handovers, as support workers can easily go back through the previous day’s notes. It is also minimising risk of missing medication or health appointments as alerts are set to notify support workers, or the manager, when a task is due or overdue. At the time of the last inspection, the review process was not clear. Now, the manager reviews people’s plans with them during their stay and will contact people between stays to ensure there have been no changes since the last time they had been at the service.

People are supported to be as healthy as they can be. During their stay, the service works with people to implement any guidance or treatment given by the multidisciplinary team involved in their care. We saw evidence of an occupational therapy referral made by the manager of Beacons Park following an issue that arose during someone’s stay. People are supported to attend scheduled medical appointments. People usually bring the correct amount of medication for their stay; however, support workers will also help people with prescriptions if needed. Medication is stored appropriately, and support workers administer medication as prescribed. Specialist training is given for interventions such as gastrointestinal feeding (PEG feeding), and a medication policy is in place which support workers can access for guidance if needed.

The service promotes infection control practices. Care staff complete domestic tasks, and people help during their stay as much as they are able. The home environment was clean and tidy when we visited.

## Environment

People's care and support is provided in an environment that promotes their wellbeing and personal outcomes. The service is in a domestic house, which enables people to get realistic practice with their daily living skills. There is a downstairs bedroom with ensuite for people with mobility issues, and enough space for hoisting equipment if needed. There are two more bedrooms upstairs, with a shared bathroom and a separate room for sleep-in staff. There is a communal kitchen/dining area, and lounge, where people can spend time together. Kitchen and laundry facilities are also used to improve people's independent living skills. People bring in personal items for their stay and the service keeps a stock of new toiletries to give to people if they arrive without any. There is an outside, accessible space for people to use in the good weather.

There is ongoing servicing and maintenance of the facilities and utilities in the service. We saw evidence of fire safety tests and checks, as well as regular evacuation drills. Visitors announce themselves on arrival. Medication and confidential information are stored securely.

## Leadership and Management

Support workers told us they enjoy working at Beacons Park. One support worker feedback noted: *“we have a good staff team who communicate with each other and a manager who is available if needed.”* Another told us: *“this is a nice place to work.”* The staff team is small and made up of support workers who have been at the service for many years. They are very experienced in working with short-stay and emergency placements. The manager oversees both Beacons Park and a sister service, and spends a lot of time with people staying, and support workers, to have good insight into the day to day running of the service, both positives and negatives.

People are supported by staff who have been safely recruited and vetted. The service provider holds all required recruitment information and we saw evidence that all staff at Beacons Park are working with a current Disclosure and Barring Service (DBS) check. Support workers are up to date with both mandatory training and training specific to the needs of the people that stay at the service. Training is supplied by the service provider and there is good communication between the manager and the training provider about what is needed. Supervisions and appraisals are held regularly, and the manager holds talks with the small team about any issue that may have come up.

There are quality assurance processes in place, and the RI has good oversight of the service. The manager completes audits via the new electronic system that can then be fed directly to the RI and inform the monitoring visits and quality of care reports that the RI completes throughout the year. These reports identify strengths of the service and areas that need further development.

### 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
16	Information regarding people's needs must be reviewed in order to ensure personal plans and risk assessments are accurate.	Achieved

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