



Inspection Report on

Beacons Park Short Stay

Brecon

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

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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	31 July 2019
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

Beacons Park provides short (respite) stays for people aged 18 years and over. The service provider, Cartrefi Cymru Co-Operative has three short stay services which share care staff as demand requires. Beacons Park is not yet operating at full capacity following the COVID 19 pandemic and restrictions, and at present only a small staff team is required to support people staying at the service. Personal plans are person centred and give good detail as to how people would like their care and support to be delivered. Areas for risk assessment are identified, but some assessments are not fully complete. The process of reviewing people's previous stays, and their circumstances and needs prior to their upcoming stay, needs improvement. The manager of the service is currently not in work, but the area managers are providing a point of contact and care staff report feeling well supported by them and the responsible individual (RI). Care staff are suitably recruited and vetted and are up to date with their training and supervision. The RI completes monitoring visits to the service and uses these to inform biannual quality of care reports to continue to look for ways to develop the service.

Well-being

People are supported to have control over their day to day life. Care staff listen to people and encourage them to make their own choices. If people usually attend work, college or clubs, care staff facilitate these routines to continue whilst at Beacons Park. We saw people can request places they would like to go and things they would like to do during their stay. Recently, care staff took someone to see The Lion King in Cardiff. Other activities include visits to the cinema, day trips, and meals out. People can request food items or meals they would like during their stay and care staff do their best to facilitate this. There is a small staff team, most of whom have worked for the service for a long time. They know the people that use the service well, as most people stay regularly.

There are systems in place to protect people from harm or abuse. Care staff are vetted, and training and supervision are in place, including safeguarding training. Care staff told us they know what to do should they have a safeguarding concern, and a safeguarding policy is available to them should they need further guidance. The number of people using the service has decreased since the COVID 19 pandemic. At present, only one person tends to stay at the service at one time. However, we were told the manager considers compatibility between people who may wish to stay at Beacons Park together, and whether or not there is risk of harm. Care staff reported they had some anxiety around staying alone with a person who can display behaviour that challenges, however they have been given training in positive behaviour management and offered support from management in dealing with these situations.

The environment in Beacons Park supports people's wellbeing. There is a ground floor bedroom available for people who are unable to manage the stairs. All bedrooms are spacious and have a homely feel. Aids and adaptations enable those who need additional assistance to maintain their independence. There is a useable and pleasant outside space, which care staff maintain with the help of people staying at the service.

Care and Support

The service promotes a person-centred approach. Personal plans contain all the relevant and important information from Local Authority assessments and care plans. People's likes and dislikes, and preferred routines are included throughout. The emphasis is on making things as familiar and comfortable for people as possible. Most risk assessments are in place and give guidance on when and how care staff should intervene. We saw a care file audit identified that some risk assessments had not been finished, and we advised the service provider that these were still outstanding. There is a process for reviewing people's circumstances and needs between their stays, but this is not always being followed. People, and their families, should be asked about any changes in a variety of areas such as medication, health needs, and behaviour, so personal plans and risk assessments can be updated and care staff have all the information they need to provide the best possible care and support. This is an area of improvement that we will follow up at our next inspection.

People are supported to be as healthy as they can be during their stay. Care staff have been trained in areas such as responding to epileptic seizures, which are relevant to the people they support at Beacons Park. All care staff have medication training, and have unannounced observations by management when giving medication, to make sure they are doing this task correctly and safely. Medication is stored safely and appropriately. People bring just enough medication from home for their stay. Care staff order and collect prescriptions for people during their stay if needed. We saw examples of contact between the manager and other professionals, such as a learning disability consultant and social worker, as well as family members, to be able to provide people with the best support they can.

Infection control processes are in place. Care staff complete a thorough cleaning schedule, encouraging people staying in the service to help where they can. On the day we visited the home appeared clean. There are laundry facilities also available if needed. Care staff are regularly tested for COVID 19, as are those individuals who are able to consent to a test prior to arriving for their stay. Visitors complete a lateral flow test before they come. Everyone has temperature checks each time they enter the home.

Environment

The environment is clean, safe, and adaptable to people's needs and preferences. There is a downstairs bedroom and toilet suitable for people with mobility issues who cannot use the stairs. A mobility hoist and bathing aids are in the property and serviced and maintained so they are safe to use. There are an additional two bedrooms and bathroom in use upstairs, and a communal lounge and kitchen/dining room downstairs. People can choose which bedroom they would prefer to stay in. The RI told us they are waiting for repainting and redecoration work to start. There is a pleasant and accessible outside space for people to use. This is maintained by a member of staff, and people are encouraged to do some gardening during their stay if they wish.

The home is secure from unauthorised visitors. We saw evidence of regular servicing and maintenance of equipment and utilities. A member of staff completes regular tests and checks of fire alarms and equipment. People's personal evacuation plans are kept in an easily accessible file in case of emergency.

Leadership and Management

There is a long standing, stable staff team who work flexibly to ensure that people receive the right level of support. Staff rotas are completed alongside booking forms to match the staff team to the people staying at that time. No casual or agency staff are used at the service at the moment. If there is no one staying at the service, Beacons Park closes and staff work at one of the sister services.

People are cared for by trained, supported care staff. We sampled some staff personnel files and saw they contained all the required recruitment information, including current Disclosure and Barring (DBS) security checks. Care staff told us that they feel they have ample opportunities for training and we saw evidence all staff at Beacons Park have completed both mandatory training and additional training in areas relevant to the people they support at the service. Care staff told us they have continued to have their individual supervision sessions with one of the area managers whilst their manager is not in work, and feel well supported and able to ask questions from them at any time. Care staff give a verbal handover at the change of each shift and there is a diary to write any upcoming appointments or tasks. Staff rotas also contain any additional notes they may need to know about their shift.

There are systems in place to oversee, analyse and improve the quality of care and support given to people staying at Beacons Park. The Responsible Individual (RI) completes monitoring visits and reports on the environment, any issues in the home, and gathers feedback from staff and people staying at the time of the visit. A six monthly quality of care report is then produced, identifying what is working well at the service and what requires some change or development. Policies and procedures for a variety of topics such as safeguarding, medication, and whistleblowing are available online for care staff, to provide them with any guidance or instruction should they need it.

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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16	Information regarding people's needs must be reviewed in order to ensure personal plans and risk assessments are accurate.	New
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