



## Inspection Report on

**Belmont Court**

**Belmont Court  
Heywood Lane  
Tenby  
SA70 8BN**

## **Date Inspection Completed**

08 November 2021

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## About Belmont Court

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	RCH(wales) Ltd
Registered places	29
Language of the service	English
Previous Care Inspectorate Wales inspection	17 and 18 December 2019
Does this service provide the Welsh Language active offer?	No

### Summary

People who have made Belmont Court their home are well cared for, safe and content. There is a relaxed atmosphere and reasonably homely environment which helps people and their visitors feel comfortable.

The care team are friendly, motivated and respectful and support people in a person centred way.

People are able to make some choices about aspects of their care but there is not always activities taking place to occupy people and make their days meaningful.

An experienced manager is visible within the home and has a good knowledge of people and those working in the home. Care workers find the manager to be approachable and open.

There are effective communication channels but care workers would prefer to have a formal handover between shifts to ensure all relevant information is shared.

The provider has kept people and workers safe throughout the pandemic by use of safe practices.

## Well-being

People are safe and protected from abuse and harm. All staff know the action they must take if they suspect a person is at risk, and they are confident the manager will respond appropriately. Access to, and exit from the property is controlled by care workers to ensure only those with a legitimate reason are permitted entry to the home.

Care and support is offered to maintain people's health, with an emphasis on nutrition. People's physical health needs are effectively met by care workers who can recognise changes in people, and also benefit from the knowledge of a qualified nurse who is on duty.

People have some control over their day-to-day lives. They are able to get up and go to bed when they choose and also make choices in respect of meals. There are few activities for people to participate in.

Visitors are welcomed into the home, and these are monitored by staff at present due to the restrictions caused by the pandemic.

Care workers have a good knowledge of people, their backgrounds as well as who and what is important to them. They would value a verbal handover between shifts to discuss people and their needs.

People have a good relationship with those working in the home. All staff show a level of respect for people and this is evident from the interactions we saw between people and those caring for them. We saw care workers interacting in a friendly and good-humoured way with people.

Care workers consider they have enough staff and are not rushed when assisting people. Care workers consider they have a good team and are able to rely on each other. People and their relatives say their decision to move into the home is the right one for them.

## Care and Support

Care records are held electronically with each care worker having a hand held device, which they can enter information as care is offered. There are enough devices and care workers find them helpful and say they do save time.

Care records contain care plans for a range of needs including communication; emotional support; medication and nutrition.

In addition, there are risk assessments for areas including pain; skin integrity and falls. The records contain a range of information to assist the worker with some people having a detailed personal history recorded as well as information about how much support the person needs. Some of the entries are written in a person centred way. We were told that face to face handovers have ceased since the introduction of the hand held devices as care workers are able to check through each person's records for an update. All of the care workers who spoke about this said they valued the face-to-face handover. We discussed this with the manager who said this was a trial and the handover can be reinstated if this is what the team wants.

People are wholly satisfied with the care they receive. One person told us *"I am waited on hand, foot and finger"* and another said *"staff are very good"*. One person described most staff as *"perfect"* but thinks some can be *"impatient"*.

People's physical health needs are met. Care workers say they have a very good relationship with the local GPs who are responsive to requests for appointments and advice.

Some care workers were proud to tell us how they improved the physical health of one person who recently moved in to the home.

Care workers know the action they are required to take to reduce the risk of pressure damage for people whose mobility is reduced and they also have the necessary aids to reduce the risk of pressure damage.

People's weight and other vital signs are monitored.

People receiving care in bed appear comfortable.

An activities co-ordinator is employed but they are currently working as a carer. The opportunities for people to do things that matter to them are limited. One person was spending time away from the home with a relative but we did not see evidence of people taking part in activities or doing anything which is meaningful to them. One person told us *"there is not much going on"* and another said *"not really. I get bored"* when asked about activities. One person said they would like to have a jigsaw available to do and another said they would like to be able to play table tennis. One person, however, said they would not be interested in taking part in activities organised by the staff.

Some care workers said they try to do some activities such as crosswords and word searches.

Care records described activities as *"hair wash; hairbrush; TV and telephone call"* as activities.

Better use of the activities co-ordinators time would result in more, and more meaningful,

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things for people to take part in.

There is a good understanding of the importance of good nutrition. The kitchen has been awarded the maximum score of five by the Foods Standards Agency. Most meals are made using fresh ingredients and there is little use of processed food. The chef is satisfied with the quality of ingredients. On the day of the inspection, there was a choice of three main meals at lunchtime and a homemade soup with sandwiches for tea. Food is available outside of meal times. One person described the meals as *“lovely”* and another said it is *“good, but samey”*. All of the care workers are positive about the food, describing it as *“lovely”*.

Meals are fortified to increase the calorific value and special occasions are celebrated.

There are safe practices in respect of infection prevention and control. All staff working in the home wear masks and there are adequate supplies of other PPE including gloves and hand sanitiser. The manager is especially proud of the efforts made by all staff to reduce the risk of COVID 19 from coming into the home, and to date, no person living at Belmont Court has become unwell with COVID.

## Environment

People receive their support in a suitable environment. There are a number of original and attractive features throughout the home. The furnishings are in reasonable order and the home is well decorated and maintained. However, some of the glass panels in the conservatory need replacing as they are marked. The garden and parts of the dining room would benefit from some housekeeping and maintenance.

There are no malodours throughout the home and people are satisfied with the standards of cleanliness.

Bedrooms are comfortable and people have personalised their rooms with furniture, ornaments and soft furnishings. People have an area in their bedrooms where they can sit as an alternative to spending time in the lounge.

Equipment is regularly serviced and maintained and the maintenance worker keeps records of checks carried out. We saw a range of checks are carried out, including emergency lighting; mattresses and legionella.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry. Visitors are also required to provide evidence of a negative lateral flow test result to reduce the risk of COVID 19 being taken into the home.

Peoples' personal care records are stored electronically and are only available to care workers and healthcare professionals who are authorised to view them. Other personal and confidential information is stored securely.

## Leadership and Management

The provider ensures there are enough care workers to meet people's needs. A registered nurse is always on duty to provide advice and support to the care workers.

Most care workers told us they are up to date with their training but some need refresher training in Moving and Handling. Care workers are not asked to do anything they do not feel skilled and confident to do. The training matrix shows most care workers are up to date and we saw a number of certificates for recently completed training. There was no evidence, however, of any dementia care training offered to staff.

Supervision is carried out and care workers receive feedback about their work to help them develop in their roles. However, supervision is not always carried out every three months in accord with regulations. The manager currently does supervision and the plan is to delegate this to senior staff. Care workers feel able to raise any ideas or concerns they have and consider the manager to be "*an open book*" and someone they feel able to talk to. All staff feel valued and supported by their managers.

People and their relatives know who to speak to and are confident they will receive a helpful and timely response. One relative described the team as "*approachable*" and "*accommodating*" and one person said they are "*helpful*" and "*approachable*". The manager is visible within the home and appears to have a good knowledge of, and rapport with people.

There are some effective governance arrangements to monitor quality throughout the home. The RI spends time in the home and the reports are detailed and informative. They set out the areas where improvements are needed as well as the positive feedback from people living at Belmont.



### 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
N/A	No non-compliance of this type was identified at	N/A

	this inspection	
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