



Inspection Report on

Beech

Denbigh

Date Inspection Completed

29/11/2023

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About Beech

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mental Health Care (Highfield Park) Limited
Registered places	2
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service under RISCA.
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

People's quality of life has been significantly enhanced since moving into Beech. Their everyday skills and communication are increasing. They are forming trusting relationships with staff who understand them and respond effectively. People are encouraged to take positive risks, opening up new life experiences, creating memories and achieving their goals. Staff told us the service is making a *“significant impact in the lives of the individuals we support”* and *“we have accomplished so many things”* with people.

There is very strong leadership and management. Highly skilled and motivated staff are chosen for the qualities and experience they can bring to the team. They feel well supported, supervised and receive specific training to provide the best possible care for people. Staff are very positive and complimentary about the management of the service; they work closely together as a team, support one another and uphold the company values. Staff commented *“the staff team support each other, there's never issues asking for help”*.

There is robust oversight by the responsible individual (RI) and manager to ensure people receive an excellent service. The manager is dedicated, enthusiastic, committed and creates a positive culture for all. Lessons are learnt and information and good practice are shared to continually improve and enhance service delivery.

Well-being

People have control over their day-to-day life. There is a very strong focus on promoting effective communication to ensure people are listened to and understood by the whole staff team. Communication passports and aids are used consistently to encourage people to make choices, interact more and build positive and trusting relationships with staff. People ask to try different things which staff make happen for them. The manager and staff fully involve relatives, discussing issues with them and inviting them on planned days out which are innovative and highly organised.

Peoples physical, mental health and emotional wellbeing needs are consistently met and support is of a very high standard. The manager liaises with professionals, producing extremely detailed reports for them to identify and resolve issues. People have greater access to healthcare services as a result of highly effective staff support, ensuring appointments and visits are successful. The manager and staff team are enthusiastic, motivated and actively seek out opportunities for people to have positive experiences. Peoples access to activities and places has increased considerably and they are achieving their goals, well above expectations. Staff commented that people *“are incredible”*. A relative told us a person has so many positive and new things to look forward to and every day is different. They said they had been *“given their life back”* living at Beech, where *“Everything now is possible”*. A professional also told us that the service has *“completely, 100% transformed”* a person’s life.

People are protected from harm. The manager and dedicated staff team are able to provide a very high standard of care where positive risk taking is encouraged with strategies, approaches and contingency plans in place to keep people safe. Relatives and staff are able to raise any concerns. Staff receive very specific training so they can provide the best possible support and effectively meet people’s very complex needs.

People live in accommodation which is of a high standard. Beech is purpose built and designed to meet peoples complex and sensory needs. There are separate and very spacious flats and private garden areas which are of a high quality and promote their independence and skills. People’s sensory needs are fully considered with attention paid to every little detail and adjustments continually made to tailor their environment.

Care and Support

People have extremely detailed personal plans which are kept up to date. Plans are clear, consistent and comprehensive to ensure continuity of care and support. Staff understand the importance of very specific routines and preferences. They have quick reference guides available to them about how best to support people. Daily records show support is provided in line with people's plans and different types of goals are being achieved. People, family, staff, managers and professionals all contribute to and agree with plans which are reviewed and updated.

People receive a very high standard of care and support from a service which involves them and their relatives and is tailored to meet their complex needs. A professional and relative told us about how much progress a person has made since moving into Beech. Professional's comments include *"nothing but praise for the care provider and manager at the service"* who have worked with the person to improve their quality of life. They are achieving goals which others did not think would ever be possible. A relative showed us photographs of them, their family member and staff on trips out to different places. They told us *"This team top to bottom makes things happen"*. Staff commented, people *"living here have experienced significant improvements in their quality of life"* and they consider the care and support offered at Beech, to be *"excellent"*. Staff told us they have received positive feedback regarding the growth, development and wellbeing of the people they support.

People have exceptional support to access healthcare services to maintain their ongoing health, development and well-being by staff who are exemplary. Information about people's health diagnosis and what this means for them is included in their personal plans. All appointments and health checks are recorded. In case of a hospital admission, information has been prepared which includes how to effectively use communication aids. The manager, a relative and professional spoke about a successful visit to the local surgery. We also heard about a full annual health check being carried out which had not been possible prior to the person moving into Beech. Good practice and information is shared with others. This includes producing detailed analysis and reports for professionals to ensure people are being supported in the most appropriate way and lessons are learnt.

The service promotes hygienic practices and manages risk of infection. Staff receive training on infection control and there is a policy in place for them to follow. Personal protective equipment (PPE) is accessible to staff if required.

Environment

People live in excellent accommodation which is purpose built, designed and equipped to meet their very complex and sensory needs. People's flats are personalised in keeping with their preferences and interests and they are spacious, warm, clean and tidy. Adjustments and adaptations have been made, taking into account people's sensory needs. For example, consideration has been given to the use of colour schemes and altering lighting, noise levels and temperatures to create an environment that people feel comfortable in. There is creative use of rooms including a sensory room and an area where people can go to relax, engage in activities or watch television. There are pictorial schedules on the wall for people to know what is happening and what to expect. Posters display the Welsh word and sign of the week which is Makaton. Separate, private garden areas provide an important and valuable outdoor space for people to access and spend time on their own if they choose to. A professional commented that the service has ensured the environment meets the person's needs. Staff also have their own area where they can use facilities and have time away from directly supporting people.

The environment is safe, secure and maintained to a very high standard. There are robust systems in place to monitor, check, make repairs and alterations to the environment as needed. Environmental and health and safety audits are completed to effectively identify and address any issues. Robust furniture and fittings are in place and changes are continually being made to different areas so they are more practical and purposeful. There are maintenance plans in place, work is reported and carried out. There are comprehensive policies and procedures which keep people, staff and others safe.

Leadership and Management

People are supported by a highly motivated, skilled and dedicated staff team. Recruitment checks are completed, inductions are carried out and all staff are registered with social care Wales (SCW), the workforce regulator. The manager told us the staff team has been handpicked to work there. Staff receive effective supervision which is beneficial to them. They have comprehensive training to be able to understand and successfully and effectively meet people's complex needs. Staff told us they receive full training with *"specialist training also offered"* and they commented on their learning and development as *"excellent"*. They feel valued and supported, rating this as either *"good"* or *"excellent"*. A relative spoke about different staff members, identifying each of their individual strengths and was extremely positive and complimentary about them.

Governance arrangements are in place to ensure high quality care and support is constantly provided. The RI visits the service three monthly and a six-monthly comprehensive report of their findings is produced to continue to reflect on and improve the service. Management meetings, audits, reports and feedback is obtained to identify any issues, actions are taken and lessons learnt.

A positive culture is promoted and the company values are displayed and embedded within the service. The manager is passionate about the service, the people who live there and the staff team. A professional told us that the manager is extremely person centred and their *"values and principles are phenomenal"*. They said they work tirelessly to make sure that the best outcomes are achieved for the person living there and also the staff team. They also commented the managers *"enthusiasm spreads through the team"*. The manager is supported by a deputy manager and team leaders who are also committed to ensuring people's lives are significantly enhanced. Staff are able to share their creative ideas, experiences and provide strong support to one another. Staff commented on there being a *"very strong team"* who are caring and supportive. They told us *"We have amazing managers who go out of their way to make sure their staff team is happy"* and *"Beech is one of the best places I've worked"*. The manager told us staff are encouraged to work in other homes to increase their own knowledge and experiences. They also said they actively encourage families, professionals and outside organisations to come and visit the service.

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
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