



Inspection Report on

The Beeches

**The Beeches
Western Road
Swansea
SA6 5DY**

Date Inspection Completed

11/09/2024

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About The Beeches

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Aspire Support Options Limited
Registered places	9
Language of the service	English
Previous Care Inspectorate Wales inspection	15 August 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

The Beeches is undergoing a change of ownership. It is being monitored by a company director, who will apply to be the Responsible Individual (RI) once the sale is complete. As part of the process, key documents relating to the operation of the service are being updated and new policies and procedures introduced. People are familiar with the director, who is in regular contact with the service to provide support and review standards. The home is set within its own grounds and consists of a large house that accommodates up to eight people, plus a separate, single storey flat that accommodates one person.

The quality of care and support people receive is consistently good. Care staff have access to up to date personal plans and know how to support people in a way that benefits them most. People are encouraged to achieve personal goals and develop their life skills. Care staff ensure people access health services which promote their well-being. People lead an active lifestyle doing things they enjoy. They have formed strong bonds with care staff and enjoy regular social interaction.

The home is run by an experienced manager, who is supported by a deputy manager and senior staff team. Care staff receive a high level of support from managers and value their leadership qualities. The home has the resources it needs to operate safely. There are spacious rooms which are homely and comfortably furnished. The provider is committed to making internal and external upgrades which will enhance the environment further.

Well-being

People feel happy and safe at The Beeches, which has a relaxed, friendly atmosphere. The home is secure and well-maintained. It runs smoothly and benefits from strong leadership. The director is in close contact with managers and often gathers feedback from people to ensure the home is meeting their needs and expectations. People have control over their day-to-day lives, choosing what they do and when. People have built trusting relationships with care staff, who have the skills needed to provide safe, effective care. Managers ensure care staff complete good quality training and regularly reflect on their performance and development. The service recruits staff safely to ensure they are suitable for their caring roles.

People enjoy an active, healthy lifestyle. Care staff have a sound understanding of people's needs and wishes, as these are reflected within detailed risk assessments and personal plans. Care staff work well with health and social care professionals to ensure people receive the right level of care and support. People consistently receive their prescribed medication, which is managed appropriately. Care staff closely monitor people's mental health, keeping detailed records of the support they provide.

People develop positive relationships and make a valuable contribution to society. The home's location and good transport links allow people to access community facilities easily. People experience a sense of purpose and responsibility by taking up work opportunities and contributing to the home's upkeep. People often spend time with family and friends and attend various clubs in the community. They complete individual and group activities in-house, such as sensory play, arts and crafts and cooking tasks.

People know about the opportunities available to them. Information about the home and how it operates is visible and available to people in various formats. Considerable work is underway to revise policies and other key documents, so they align with the new owner's values, systems and processes. People work with care staff to plan how they can develop their skills and achieve their personal goals. Care staff engage with people regularly and encourage them to express their wishes and feelings.

The accommodation is homely and has facilities which promote independent living. Individual rooms are personalised and appropriately furnished to cater for people's needs and interests. People often socialise with others and complete leisure activities in the large communal rooms. There are plans to renovate and modernise some internal areas. The grounds would also benefit from being tidied and developed.

Care and Support

People's needs are carefully assessed before they move into the home. Managers consult with relevant professionals and consider any existing plans of care when determining if the service is suitable for people. This helps identify risk management strategies and informs the development of personal plans. Personal plans are kept under review and outline in detail people's care needs, preferences and routines. Care staff understand how best to support people and do so in a calm and confident manner. They keep comprehensive records of how people spend their days, which demonstrate that people are consistently supported in line with their personal plans. Care staff have developed good working relationships with care teams. They support people to attend appointments and reviews at a location that benefits them most.

People are fond of care staff and take comfort and joy from their interactions. Care staff are alert to changes in people's mental well-being and provide comfort and reassurance to put them at ease. We saw people smile and laugh as they shared many jokes with care staff. One person said, "*They are all nice; they all help me*". Each person has a keyworker who helps them set and achieve personal goals. Their progress is monitored through monthly meetings and goal trackers.

People are encouraged to do as much for themselves as possible. They meet with care staff to plan their week ahead, creating individualised activity planners that include domestic tasks and life skills, such as cooking and budgeting. Support strategies are adjusted if needed to help people succeed. For example, photographs remind people how to clean their environment to a good standard. One person proudly told us about the meals they have learnt to cook, and records confirm they maintain a suitable, varied diet.

People have an active social life and keep in contact with family and friends. Care staff support them to pursue their own hobbies, which include playing rugby, attending dance classes, painting and playing musical instruments. People also take up paid and voluntary work, allowing them to form new friendships and meet others who share similar interests. People enjoy activities together in-house and often attend social events, such as community clubs, discos and fetes. Outings to places of interest are also arranged. For example, people have enjoyed meals out and trips to Thorpe Park and Swindon Festival.

People receive appropriate support with their medication, which helps them stay mentally and physically well. Medicines are stored and administered safely. Care staff complete medication training and undergo annual competency assessments to ensure they practise safely. Medical advice is sought if medication arrangements need changing. People receive 'as required' medicines as prescribed and directed within their personal plans. Homely remedy procedures have also been agreed with people's GPs (general practitioners). Care staff keep clear records in relation to medication administration.

Environment

People feel safe in their surroundings. The home's quiet location gives it a private feel. Visitors cannot gain entry to the home without approval. A record of those entering and leaving the premises is also maintained for safety reasons. As with the main house, the self-contained flat is fully equipped to support an individual as they prepare to move on to independent living. Work to create a second independent flat within the grounds is also nearly complete.

People have easy access to the community; they can go for walks and visit shops on foot or make trips further afield using the home's vehicle or public bus service. A staff member told us that each person has a bus pass. Where required, people receive support from care staff when leaving the home, in line with Deprivation of Liberty Safeguards (DoLS).

People enjoy relaxing and using the leisure facilities within the home's many communal rooms. These include televisions, a computer console, pool table and board games. One person told us they often play pool with care staff, and we saw them enjoying a lively, competitive game. People are pleased with their individual rooms, which are furnished according to their needs and wishes. Bedrooms contain items people value, such as music equipment, books and facilities to make a hot drink. People's artwork, certificates and photos are on display, adding a personal touch to the décor. We found some outdoor areas to be unkempt. There is scope to tidy and further develop the grounds to promote more outdoor activity and sensory stimulation.

Overall, the home is clean, hygienic and well-maintained. Activity planners include designated time for people to clean their own rooms and complete general household tasks. Care staff also clean communal areas during night shifts. People follow a rota to complete laundry tasks with support from care staff. The main laundry room is in the basement, which cannot be accessed safely by those with reduced mobility. The manager and director will consider providing additional laundry facilities when a new kitchen is fitted in the future. We saw a large part of the laundry room being used to store various items, which could compromise people's safety and standards of infection control. The manager assured us the room can easily be reorganised now an outdoor storage facility has become available. There are also plans to replace the dated carpet in the hall, stairs and landing with more modern flooring that is easier to keep clean.

Staff can easily request routine and urgent home repairs, which are completed promptly. For example, a plumbing issue was resolved within a day and a cracked bath panel was replaced shortly following the inspection. Records confirm that utilities are inspected within recommended timeframes. All staff complete training in relation to food hygiene, health and safety, the control of substances hazardous to health (COSHH) and infection control.

Leadership and Management

The director and company's clinical team provide very good support to managers and care staff. One staff member said, *"The new company has brought some changes, but we're getting there and seeing an improvement"*. The manager has worked at the home for many years and is well respected by care staff. Staff told us *"Any problems and we'd have support; it's been amazing"* and *"Manager really knowledgeable and experienced... a real strength"*. The manager is supported by a deputy manager and senior care staff, who lead the team well. The director visits the home regularly to gather feedback about people's experiences whilst formally assessing standards. These visits have contributed to a six-monthly quality of care review, which reflects positively on how well the service is achieving its aims. There are plans to revise the format of reports following future reviews, so they provide more insight into people's lived experiences and a meaningful analysis of data relating to the home's performance and development.

People know what to expect from the service and are encouraged to speak out. A statement of purpose and written guide explain what the home aims to provide and how. These documents are being updated to reflect the home's change of ownership, along with the company's policies and procedures. The written guide could also be simplified as it includes details about domiciliary services which do not apply to care home residents. We saw people speaking confidently with the director and senior team, responding positively to their support and direction. There is a suggestions box in the entrance hall for people to use if they wish. An easy-read complaints procedure is also on display, explaining how people can report concerns. It includes a photograph and contact details for the incoming RI. Monthly resident meetings provide further opportunities for people to raise any issues and air their views about home life. Staff confirmed they have open, regular discussions about safeguarding and whistleblowing procedures.

People are familiar with their care staff. Photographs of the staff team are on display in the entrance hall. All staff must read and sign risk assessments and personal plans, so they are clear about how best to meet people's needs. Staff complete a range of training to prepare them for their roles. They told us the manager makes every effort to source extra training if requested. Care staff are passionate about giving people the best quality of life. They described a tight team that pulls together when faced with challenges. Staff said, *"I feel like we all have a very good working relationship"* and *"So comfortable here, like home from home; everyone's brilliant"*. Staff have one-to-one supervision and attend team meetings more often than the Regulations require. They find these useful for discussing their role and development. Staff told us *"I never feel silly asking a question – we are encouraged to do this"* and *"I can speak to management if worried. They listen to your opinions if something's not working"*. Staff undergo the necessary pre-employment checks before starting work and are supported to register with Social Care Wales.

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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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