



Inspection Report on

The Beeches

**DORIDALE LTD
THE BEECHES
131 NORMAN ROAD
WREXHAM
LL13 7BG**

Date Inspection Completed

22nd July 2019

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Description of the service

The Beeches is a care home located in a pleasant residential area of Wrexham. The service is registered with Care Inspectorate Wales (CIW) to provide care and support for up to 12 people who have learning disabilities, and who may have associated health and welfare needs. The service provider, Doridale Limited, have nominated Mr. Genoroso Derosa as Responsible Individual (RI) to oversee the service. There is a manager in post who is registered with Social Care Wales.

Summary of our findings

1. Overall assessment

Overall, we found people living at The Beeches receive a good quality of care. People's needs and expectations are carefully considered prior to their admission to make sure they receive the right care and support, in the right place at the right time. The accommodation promotes people's independence, skills and prepares them for moving on to more independent living in the future, should that be appropriate. A committed staff team offer continuity of care and support, positive relationships and ensure people feel valued.

2. Improvements

The home was re-registered under the new Registration and Inspection of Social Care Wales Act 2016 (RISCA) on 08 June 2018 and this was their first inspection under the new legislation. Any improvements will be considered as part of the next inspection.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service. These include the following: making the laundry accessible to wheelchair users and having copies of the statement of purpose being readily available in Welsh.

1. Well-being

Our findings

People have control over their day-to-day lives. Individuals felt listened to; they attend house meetings where they are able to discuss any issues. The manager has an open door policy and people were seen speaking to the manager throughout the day about any issues relevant to them. Their views were taken into account and they had the opportunity to meet and get to know new people who wanted to move in to the home. We observed people making their own choices and decisions about their day to day lives. People spoke to us about their plans for their up and coming holidays which they had arranged with support from staff. People speak for themselves and are able to contribute to decisions affecting their lives which enables them to achieve their personal outcomes.

People are supported with their physical, mental health, emotional and social wellbeing. We saw detailed information about people's health and wellbeing was recorded in their personal plans. Staff shared with us different examples of how they try to encourage health promotion with individuals in a sensitive way. One person had undergone life changing surgery in the last year and due to the caring and professional support of staff had been able to cope very well with the changes needed in their life. People receive care and support in line with their individual needs which supports them to remain as healthy and active as possible.

People are protected from abuse and neglect. We saw people were relaxed and comfortable in the presence of staff. They told us they could tell the staff or the manager if they were unhappy about anything and they felt it would be addressed. Although people were keen to stress they had no issue of concern. All staff had received training in safeguarding and we were told that they were clear about their roles and responsibilities regarding this. Risk assessments had been completed to help people stay safe. People are supported to raise any concerns to protect themselves and others.

People can do things that matter to them. People receive person centred care from a staff team who know each individual very well and are clear about what each person's hobbies and interests are. We saw documentation to confirm people have opportunities to work and socialise according to their wishes; we were told by a visiting professional that there is a *'Good rapport between the service users and staff', 'the residents are treated as individuals, their wishes and plans for the future are always considered seriously.'* People benefit from having a choice of hobbies and interests and from staff respecting their choices and enabling them to have opportunities to do the things that matter to them.

People live in accommodation which meets their needs. When we arrived, one person answered the door with a member of staff, we signed in the visitor's book and they told us where to find the manager. The majority of people were able to increase their independence and skills around the home by doing their own laundry, assisting with cleaning, shopping, making snacks and meals; however, wheelchairs users were not able to easily access the laundry room should they wish to do any laundry. People told us their preferences were considered during the redecoration of the home and stated they liked living there; one stating *'I love living at The Beeches.'* People live in a home which supports them to be as independent as possible, this in turn supports their well-being.

2. Care and Development

Our findings

People receive care and support that meets their needs. We found people have their needs assessed prior to admission; and their needs are regularly reviewed once they move into the home. The Statement of Purpose (SOP) sets out a summary of the admissions procedure including assessments, trial visits, moving into the home and reviews. We spoke with the manager who described the assessment and review processes, which reflected the information contained in the SOP. Information contained in personal plans evidenced people, their relatives, and health and /or social care professionals had been involved in reviewing people's placements to ensure individuals were receiving the correct care and support. People are able to visit the service to make sure it is the right place for them prior to moving to the home. The manager told us how trial visits were arranged to see how people and staff got on with one another. During the inspection one such trial visit took place; the persons' relatives visited and were warmly welcomed and shown around the home and later in the day the person visited for an initial visit themselves. The family were provided with the SOP in order to be fully informed of the services and facilities provided at the home. The service provider follows their admission process robustly which ensures the service can meet people's individual needs prior to them moving into the home.

People are supported to live fulfilled lives. We spoke with one person who was awaiting their season ticket for the local football team; they and another person were really looking forward to supporting their team throughout the new season, but getting anxious the new football season was about to start and they had not received their season tickets. Staff were really supportive and reassuring towards them, suggesting a variety of solutions and agreed a course of action should the tickets not arrive within a few days. People told us about their work placements, hobbies and social lives which indicated they lived active and busy lives; whilst others choose a more sedate lifestyle and that was respected too. We were provided with the staffing rota which showed that staffing numbers ensured support was provided for people to enable them to enjoy their activities throughout the day and during evenings and weekends. People who returned inspection questionnaires confirmed our findings and told us: *'People have a choice in all aspects', 'Residents have plenty of trips to go on and have plenty of activities to do in and out of the home' and 'the staff always go the extra mile to make the residents happy.'* People are able to enjoy social, leisure and work pursuits as staff working hours and staffing levels are flexible to ensure the necessary support can be provided.

People are supported to access health care professionals and other services to maintain their ongoing health, development and well-being. Records evidenced people had access to GPs, and other health professionals in a timely manner and were supported to attend appointments when necessary. People told us how they kept healthy and led healthy lifestyles; one person is assisted to follow a slimming diet and explained what that involved. Staff told us about how they encouraged people to make informed choices about smoking, eating, drinking and provided other healthier alternatives for people to consider. We saw staff encouraging people to walk with them to the local shop and post box for exercise. Through discussions with the manager and staff and from reviewing personal plans, we found health referrals to other healthcare professionals and review meetings were arranged

as and when people's needs had changed. We found that the service takes a proactive approach to people's health needs which ensures their current needs are being met and they remain as healthy as they can be.

3. Environment

Our findings

People are cared for in a homely and comfortable environment which has sufficient space and facilities to meet their needs. The home provides pleasant and homely accommodation for people to relax in and move about independently. A passenger lift enables people with mobility issues to choose first floor bedrooms and two people who used wheelchairs were keen to show us their spacious bedrooms where they are able to move about easily. All bedrooms were seen to be highly personalised and reflected the character and personality of the people who lived in them. There are a number of communal areas in the home for people to use including two lounges, a dining room and an activity room; these rooms allow people a choice of where they want to spend their time. The kitchen is spacious enough for several people to prepare meals at the same time. A visiting professional told us that *'the home has undergone refurbishment and the fabric of the home is greatly improved. Individuals contributing to the choice of décor....'* People confirmed they had chosen the colour of their bedrooms, their curtains and duvet covers. The Beeches is a place where the people who live there feel very much at home in a comfortable environment, surrounded by their personal belongings. The service provider has considered the wishes and preferences of each individual in the way their rooms are furnished and decorated.

People are cared for in an environment which is safe, secure and generally well maintained. We rang the doorbell in order to gain entry, were welcomed by a person who lives at the home and a member of care staff who asked for our identification and to sign the visitor's book in line with fire safety procedures; as were all visitors who arrived throughout the day. To ensure the safety of people living and working at the home we saw records that confirmed regular checks and servicing were carried out on fire safety equipment and systems, gas and electrical installations. The home had a personal evacuation plan for every resident and these are regularly reviewed. The passenger lift was regularly serviced. The home employs a person to attend to general maintenance and the manager showed us the system in place to ensure the monitoring of ongoing and scheduled maintenance. We saw the grounds were kept tidy and were safe and accessible to individuals. This is a home that is reasonably well maintained and due care is given to ensure the premises are safe and secure.

4. Leadership and Management

Our findings

The Statement of Purpose (SOP) accurately reflects the service people receive, it is kept under review and updated. The SOP was detailed and included all the necessary information. The document is reviewed on a regular monthly basis and updated if necessary. It described the service, which we found was being provided to people and this was also evidenced through discussions, observations and documentation seen during our visit. The SOP document can be provided in Welsh on request. People are supported in line with the Statement of Purpose.

People are supported by sufficient numbers of well trained staff to provide the level of care and support they need. The SOP included information about the numbers of staff employed, their qualifications, induction and training. The SOP states *'we believe residents care needs are a fluctuating situation and we therefore offer reassurances that we will provide staffing levels to accommodate their needs.'* We saw the staffing levels throughout the day provided good levels of support for individuals to attend work, go shopping and to attend to daily routines and did provide appropriate support to each person. Staff files viewed showed training records and information to indicate those staff had received regular training in mandatory training subjects for example first aid, moving and handling, food hygiene and medication. We were also provided with a training matrix which showed training achieved and planned for all staff. People are supported by appropriate numbers of staff who have appropriate levels of knowledge, skills and qualifications to ensure they are competent in their roles.

People are protected by robust recruitment checks. We looked at three staff files which contained application forms, identification, references and evidence of Disclosure and Barring Service (DBS) checks completed for staff. The manager talked us through the recruitment process for all new staff and provided us with information to demonstrate that all staff are DBS checked until 2020. People benefit from a service provider who have a robust recruitment process in place which ensures they receive care and support from staff who are suitably fit.

People benefit from a staff team who feel supported in their roles. Staff told us they felt supported by the manager, comments included *'The manager is always approachable', 'I feel I get good support from my manager'* and *'The manager is there for you anytime'*. Questionnaire responses evidenced six out of the seven members of staff who were asked if they felt valued by the management of the home stated that they always did, whilst a seventh person stated they mostly felt valued. We looked at supervision and appraisal records for three members of staff whose files we viewed and found they were receiving supervision as required, with an annual appraisal. The manager also told us they had felt valued and well supported by the responsible individual who visited regularly and carried out unannounced monitoring visits of the service. People can achieve their individual personal outcomes because staff are well supported and trained in their roles.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

This was the first inspection of the service following re-registration under The Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016.

5.2 Recommendations for improvement

The following are recommended areas of improvement to promote positive outcomes for people:

- Access to the laundry could be improved for wheelchair users should they choose to use it.
- A Welsh version of the statement of purpose should be available. Currently it is only available if requested, and it would take some time to be translated and therefore is not available to people when they are visiting.

6. How we undertook this inspection

We carried out a full, unannounced inspection on 22 July 2019 between the hours of 09:20 and 17:25. This was in line with our inspection programme.

The following methods were used:

- We looked at information we already held about the service, including the registration report.
- We sent out questionnaires to the people who live at the home, their relatives, care staff and professional people who regularly visit.
- We held discussions with the manager and four members of staff.
- We spoke with three people who lived at The Beeches.
- We toured the home to look at the environment and observed interactions between the staff and people living there.
- We looked at personnel records for three staff and personal plans for three service users.
- We looked at records relating to health and safety.
- We looked at a selection of policies and procedures and at the statement of purpose.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Care Home Service
Service Provider	Doridale Ltd
Manager	Carol Brimfield
Registered maximum number of places	12
Date of previous Care Inspectorate Wales inspection	08/02/2018
Dates of this Inspection visit(s)	22/07/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	The service is working towards the Welsh Language Standards.
Additional Information:	

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