



# Inspection Report on

**Beacons View Lodge**

**Neath**

## **Date Inspection Completed**

05/07/2021

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## About Beacons View Lodge

Type of care provided	Care Home Service Childrens Home
Registered Provider	Athena Care Group Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	12/12/2019
Does this service provide the Welsh Language active offer?	Working Towards

### Summary

Beacons View Lodge provides care and support for children and young people up to the age of 18 years, within comfortable, homely accommodation. Young people develop positive relationships with staff, are able to exercise choice and contribute to decision-making about their day-to-day care. However, their involvement in care planning needs to be better evidenced.

Care staff attend training and are supported by management to provide young people with the right care. However, additional planning and structured work would further support young people to achieve identified personal outcomes. Risk assessments should be timely and risk management strategies must be comprehensive and consistently followed by care staff, to fully assure young people's safety and well-being.

Measures are in place to ensure regular management oversight of the home. However, action is required by the service provider to improve the service and to ensure legal requirements are fully met.

At the time of the inspection, the home had an absent Responsible Individual. Temporary arrangements are in place to ensure that a named individual has responsibility for oversight of the management of the service, and Care Inspectorate Wales has subsequently received a responsible individual application.

## Well-being

Young people have a voice; they are able to express their views and opinions and are supported by staff to make decisions about the care they receive on a day-to-day basis. Young people are provided with information about their rights, advocacy support and how to make a complaint. They identify their personal goals during the development of their personal plans, though their involvement in the review of their plans is not well-evidenced. Young people are able to discuss their wishes and feelings with staff informally and within key working sessions. House meetings generally take place on a weekly basis; young people are able to raise issues such as wifi coverage and discuss house purchases, and help to plan meals, activities and “incentive” targets for the forthcoming week.

Young people’s engagement in education is variable. One young person is currently receiving home tuition. However, the move to Beacons View Lodge has disrupted the education arrangements for some young people. The manager of the home has been proactive in trying to resolve these issues, and care staff have provided education-based worksheets for one young person to complete each day.

Care staff support young people to maintain good health, though further action is required to ensure all young people living in the home undertake regular exercise and eat a balanced diet. Medical consents are obtained to ensure health needs are met in a timely way. Care staff support young people to attend routine health appointments and to seek medical attention when needed. Medication records are well organised and medication is safely stored and administered. However, young people’s diets are generally poor and there is little evidence of care staff undertaking direct work with young people to support improvement. Although activity planners include physical activities, young people’s level of physical activity varies significantly.

Young people’s emotional well-being is promoted, day to day. Young people are encouraged to develop positive relationships with care staff, which helps them to express any worries and concerns. Care staff support young people to access therapeutic support. However, young people would benefit from care staff undertaking structured direct work to address emotional and behavioural difficulties.

Measures are in place to protect young people from abuse and neglect, but the service provider needs to take further action to fully assure young people’s health and safety. Care staff attend behaviour management and safeguarding training and appropriately report safeguarding matters to the local safeguarding team. Protocols are in place to reduce the likelihood of COVID-19 transmissions and health and safety checks are undertaken within the home. In general, management provide care staff with appropriate guidance to inform their practice with regard to risky and challenging behaviours. However, risk management strategies must be comprehensive and consistently followed by staff.



## Care and Support

In general, young people's needs, behaviours and presenting risks are considered by the service, prior to their admission to the home, though the process for admitting young people on an emergency basis requires improvement. The arrival of some young people has been carefully managed, with transition arrangements providing a positive experience. "Matching" information evidences consideration of young people's behaviours and associated risks, together with care staff skills. However, further detail is needed to fully demonstrate how the mix of young people will be managed and the reasons why the service is seen to be suitable for the young person. Education arrangements should be in place prior to arrival. Young people's wishes, views and feelings regarding their admission to the home are not always clearly documented. Where young people are accepted on an emergency basis, pre-admission documentation is not completed by the service as stated within the home's statement of purpose.

Young people have personal plans, which record their personal goals, their care and support needs and provide guidance to care staff on how to support them to achieve positive outcomes. Young people's own wishes and goals are included within the plans, and care staff support them to follow and build on their interests. However, plans do not document who is involved in the formulation of plans. Although "read and sign" sheets are used within the home, current plans have not been signed by all care staff. Plans are regularly reviewed and amendments made as needs change, though young people's progress is not always clearly documented and their contribution to the review of their plans needs to be better evidenced. Monthly reports to placing authorities and team meeting minutes demonstrate progress, though some young people continue to present with high risk behaviours. Records do not show care staff receive specific direction at the start of their shifts or in relation to the content of key working sessions. Therefore, it is not always clear how they are actively supporting young people to move closer to achieving identified personal outcomes.

Care staff treat young people as individuals and promote their emotional well-being. During our discussions with the manager and a senior member of care staff, both individuals showed real enthusiasm for their roles and evidenced a clear commitment to supporting young people to achieve positive outcomes. Young people have complex needs and behaviours, and care staff work hard to establish positive relationships. They demonstrate warmth and humour when chatting to young people, and praise their efforts and achievements. Further action to reduce the amount of time young people spend alone in their room, would ensure that care staff provide as many opportunities as possible for young people to talk to them about their wishes, feelings and any worries they may have. Structured key working sessions would provide opportunities for planned discussions relating to young people's personal plans and help them to achieve their identified goals. Young people have access to the organisation's counsellor / psychotherapist. Records evidence the manager also advocates on young people's behalf to obtain external services and maintains regular contact with involved professionals. Where possible, care staff

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support young people to maintain contact with family members, to promote their sense of identity.

The manager and care staff protect young people from abuse and neglect. However, further action is required by the service provider to ensure young people are kept as safe as possible within the home. The home's safeguarding policy accords with current legislation. Care staff have attended safeguarding training and issues are reported to the local safeguarding team in accordance with the Wales Safeguarding Procedures. Care staff attend accredited behaviour management training and there is a low incidence of physical interventions. Individual risk assessments and behaviour support (physical handling) plans are in place though the behaviour support plan for one young person should be reviewed to ensure it is still up-to-date. Risk assessments are updated if necessary and generally provide clear guidance to care staff on strategies to be used to manage identified risky and challenging behaviours. However, the service provider must ensure risk assessments include and address all potential areas of risk and must ensure care staff fully understand and carry out the actions required to keep young people safe. Risk assessment "read and sign" sheets have not been signed by all care staff. Risks associated with care staff lone working should also be assessed in relation to each young person.

Young people's health and safety needs are met by the measures in place to reduce the risk of young people and staff contracting Covid-19. Visitors to the home have to provide evidence of a recent negative lateral flow test result (test kits are provided, if necessary), temperatures are taken and they are expected to wear Personal Protective Equipment in line with current Welsh Government and Public Health Wales guidance. Staff have undertaken infection control training; guidance to staff has been recently updated by the organisation's health and safety officer and face masks were being worn by staff at the time of our inspection.

## Environment

Beacons View Lodge is located within Neath Port Talbot County Borough. In general, the home meets the needs of young people; it is welcoming, homely and well-maintained. The home décor is bright and cheerful, with ornaments, plants, pictures and young people's photos on display. We saw one young person's routines on display around the home, in a format designed to suit their individual communication needs. Comfortable seating in the lounge provides space for young people to socialise, if they wish. The home's separate dining room also has a comfortable seating area and television. Games are readily available and one young person was seen to be playing giant connect four with care staff during our inspection. Young people have their own bedrooms, which are personalised according to individual taste. The home's enclosed garden area is spacious, with a pleasant seating and barbeque area. One young person, together with staff, has started to create a herb and sensory garden and a range of games and sports equipment has been made available, to encourage young people to be active.

Overall, young people's health and safety is maintained, as systems have been established to monitor and address environmental hazards. Care staff complete health and safety training to enable them to understand their responsibilities in relation to these matters. However, further action is required to ensure that the risk of harm to young people is minimised. Risk assessments have been completed in relation to the home environment, though further action is required to ensure that all risks are effectively addressed. Management and care staff regularly check for potential hazards. However, on occasion, items, which could be used to cause harm, have been missed during checks of the garden area. Guidance to care staff, regarding the checks to be undertaken, requires additional detail and checks need to be consistently thorough.

An externally commissioned fire risk assessment has been completed, though further action is required to progress recommendations. Staff routinely undertake fire equipment checks, personal evacuation plans are in place where needed and fire drills are practised. However, drills should be undertaken as soon as possible following the arrival of young people or new staff to ensure that everyone has a good understanding of the procedure to follow.



## Leadership and Management

The home's statement of purpose provides detailed information regarding the ethos and values of the organisation. However, amendments are required to ensure the organisational management arrangements and delivery of the service fully accords with the statement of purpose. The organisation structure has changed and the service does not have a registered Responsible Individual, though interim arrangements are in place for oversight of the management of the service. Although therapeutic interventions are provided by the organisation's counsellor / psychotherapist, the range of therapies described are not available to young people. Information within the statement of purpose relating to the completion of full risk assessments for young people who arrive on an emergency basis does not match with practice. We were advised by the acting Responsible Individual that the statement of purpose is currently under review, and will be amended to ensure that the document provides an accurate description of the service provided. A copy of the document should be sent to CIW, on completion.

Young people are provided with information about the home, to help them settle in. The current young person's guide to the home has photos of the home, a charter of their rights, information about day to day routines, rules, advocacy services and the complaints process, together with answers to some frequently asked questions to try to allay young people's anxieties as much as possible.

In general, care staff are supported by management to develop the knowledge and skills they require to meet young people's needs. Care staff undertake a broad range of training, which includes an introduction to the model of care used by the organisation, aiming to equip them with the skills they require to meet the needs of young people living in the home. The majority of care staff have undertaken training in relation to the individual needs of young people currently living in the home; it would be beneficial for all care staff to complete this training.

During the period of Covid-19 restrictions, there has been an increased emphasis on on-line training for care staff. The service provider should ensure that any assessments of care staff's ability to put this learning into practice are clearly recorded.

Supervision of care staff is undertaken by the manager or senior care staff; although most have completed supervision training, all staff who supervise others would benefit from appropriate training. Informal guidance is provided on a day-to-day basis by the manager and senior care staff working in the home and comments received from staff described management as supportive. Team meetings provide additional opportunities to discuss young people's progress and promote consistency in relation to working practices. Unqualified care staff complete the All Wales Induction Framework, prior to working towards achieving a relevant qualification.

The home has had an absent Responsible Individual since 7 May 2021. Alternative arrangements have been put in place, on a temporary basis, to ensure that a named

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individual has responsibility for oversight of the management of the service. Although outside timescale, an application to register with CIW has been submitted by the acting Responsible Individual, prior to publication of this report.

Measures are in place to monitor and review service quality. The latest visit to the home, undertaken by the acting Responsible Individual in line with legal requirements, is well-documented and demonstrates a good understanding of what the service is doing well and areas where further development is required. An accompanying development plan provides clear direction for service level improvement.

Although the outgoing Responsible Individual completed a Quality of Care review and accompanying report in April 2021, most of the collated information is not specific to Beacons View Lodge and does not include feedback from young people or commissioners. There is no evidence of analysis of information provided by staff.



**Areas for improvement and action at, or since, the previous inspection. Achieved**

Supervision of the management of the service.	
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Care and support has not been provided in a way which protects, promotes and maintains young people's safety and well-being.	
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**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None	
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**Areas where priority action is required**

The service provider is not compliant with Regulation 21(1) of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.	Regulation 21(1)
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We found poor outcomes for people, and / or risk to people's wellbeing. Therefore, we have issued a priority action notice and expect the provider to take immediate steps to address this and make improvements.

**Areas where improvement is required**

Reviews of a personal plan must clearly evidence young people's contribution to any review and must include the extent to which the young person has been able to achieve their personal outcomes.	Regulation 16(3)
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The service provider must ensure that there are effective arrangements in place for monitoring, reviewing and improving the quality of care and support provided by the service. The Quality of Care Review must report on the outcome of consultation with relevant individuals and analyse aggregated data specific to the home, to inform service improvement.	Regulation 80(3)(b) Regulation 80(3)(c) Regulation 80(3)(d)
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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