

## Beechwood Care Home Care Home Service

20 Bridge Street  
Wishaw  
ML2 7QX

Telephone: 01698 374 698

Type of inspection: Unannounced  
Inspection completed on: 23 May 2018

**Service provided by:**  
Tower Bridge Homes Care Limited

**Service provider number:**  
SP2011011671

**Care service number:**  
CS2011300269

## About the service

Beechwood Care Home is registered to provide care for older people, some of whom may be living with dementia, and has a separate unit for younger people with physical and/or learning disabilities.

The provider is Tower Bridge Homes Care Limited. The umbrella company is Holmes Care Group Limited which has its headquarters in Upminster, Essex.

The service is located in the town of Wishaw and was registered with the Care Inspectorate on 31 October 2011. The home is on a main public transport route and close to some shops and community facilities.

There are four units, each with their own lounge and dining room. Two in the ground floor and two on the upper floor. All bedrooms are single with en suite showers. The central courtyard can be accessed from the main reception area.

The service states its objectives are to provide a high standard of individualised care for all residents and that people will be cared for with dignity, respect and sensitivity to meet their individual needs and abilities.

## What people told us

Six relatives returned completed care standards questionnaires. We spoke with eight more relatives individually during our inspection. We also looked at 32 recently completed surveys at the request of the service. Everyone commented positively about the care and support that they or their relative received. Everyone said that they were happy with the staff and management. Some people did say that the laundry service could be improved. Some comments included:

- I couldn't be looked after any better....staff are all very friendly. They never stop feeding you!
- I have no complaints, only praise for the staff at Beechwood and the home itself and I am glad we chose this home for my relative to live.
- Beechwood has a welcoming atmosphere and all standards of hygiene, care, personal and administration are of a gold star level.

## Self assessment

We are not currently asking services to submit this.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## What the service does well

Since the last inspection, the service had taken part in the 'Care About Physical Activity' (CAPA) programme in conjunction with the Care Inspectorate. This had led to a focus by staff on encouraging residents to move about

more and take part in a wider range of activities. Staff gave us several examples of how this had directly improved outcomes for residents. We heard about many ways in which the home was engaging with the local community including joining a local walking group, memory spinners with Scottish Opera and working with a local primary school. The service has also enhanced the activities within the care home to include a yoga therapist and recent visits from therapy ponies.

We found that the service had continued to build on enabling residents to take a more active role within Beechwood, should they wish this. This included helping to cook at the breakfast club, working with the maintenance staff and carrying out some audits to improve the service. This gave people a real sense of belonging and contributing to the service.

There were many ways for people either living in or visiting Beechwood to give their views. These included surveys, a monthly drop in café and regular meetings facilitated by local advocacy. Any feedback gained was used to shape the service by either continuing with what was working well or trying new ways to respond to suggestions.

We spoke with staff who told us they felt that there was very good team working. They felt well supported by the management team through supervision, meetings and training opportunities. Staff were really enthusiastic about working at Beechwood and we saw many friendly interactions between staff and residents. Residents, relatives and visiting healthcare professionals we spoke with during the inspection spoke very highly about the staff team.

We received lots of positive feedback from people we spoke with about the care and support that they or their relative receives. Everyone said that staff and management were very approachable and that they knew they would be listened to.

## What the service could do better

We discussed with the service how to look at making personal plans and reviews for residents more individual to them and focusing on good outcomes for them. They were keen to take this forward.

We asked the service to review the current laundry system as this was an area identified by several relatives that could be improved. We felt assured that they would do this.

We have asked the service to look at how more seating and/or quite areas could be made available for residents living in the George V unit as at times the lounge was extremely busy.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
19 May 2017	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
15 Nov 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
11 May 2016	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
4 Nov 2015	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
12 Jun 2015	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 2 - Weak Management and leadership 2 - Weak
30 Jan 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
3 Jun 2014	Unannounced	Care and support 3 - Adequate

Date	Type	Gradings	
		Environment Staffing Management and leadership	2 - Weak 3 - Adequate 3 - Adequate
11 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 3 - Adequate 2 - Weak
27 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
9 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good Not assessed
9 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good Not assessed
1 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
2 Dec 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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