



Inspection Report on

Parklands

**9 Montgomery Road
Newport
NP20 6QE**

Date Inspection Completed

16 September 2021

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About Parklands

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Consensus Support Services Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This is a service which is working towards providing an 'Active Offer'.

Summary

People appear happy and content at the service. Care staff are respectful and caring. They provide high levels of continuity of care and demonstrate good understanding of people's requirements and preferences. Activities take place to keep people occupied and staff are committed to supporting people to stay in contact with relatives and friends. Staff follow current guidance relating to coronavirus, this includes using the correct personal protective equipment to keep people safe. The service provider demonstrates effective oversight of the service and takes a proactive approach to ensure the ongoing development and improvement of the service.

Well-being

Individuals living at the service do things that matter to them and that they enjoy. There is a stable staff team which supports people to receive high levels of continuity of care. Care staff build relationships with people by spending purposeful one-to-one time with them, seeking views and preferences on an ongoing basis. Staff cater for people's preferences and, because they know people well they can anticipate their needs. People can choose what to do and where they spend their time. Visits from relatives and friends have been restricted due to the coronavirus pandemic, However the service has strived to ensure people remain in contact with their loved ones. Management are following current guidelines in order to support safe visiting arrangements. There are suitable transport arrangements available to ensure people can access activities outside of the care home environment.

People are supported to remain as healthy as possible. Care staff ensure people eat and drink well by offering choice and helping people if they need assistance. Stimulating activities and good relationships with care staff help to support people's emotional health. People have access to sensory and occupational equipment to keep themselves occupied. Appointments with health professionals are arranged for regular checks or if an individual's needs change.

People are protected from abuse and neglect as care staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Care staff are trained in safeguarding and have clear policies and procedures to guide them. Well-established protocols protect people from having their freedom restricted unnecessarily, and detailed risk management plans help to keep people as safe as possible.

The accommodation provides people with a comfortable and pleasant environment which is able to meet the needs of the people living there. The home is clean, warm and comfortable and bedrooms reflect individuality. The outdoor area is a pleasant space to spend time. There is an appropriate shelter to promote outdoor visiting. Plans for the further development of the outdoor space are in place.

Care and Support

People appear comfortable and well. Staff are attentive and provide care to people as detailed in their personal plans. Staff are encouraging and reassuring and demonstrate a clear understanding of people's needs. People have choices about activities and menu options. The importance of providing continuity of daily routines for people living at the service is understood and respected. We received positive feedback about the service. A representative said "the service is fantastic, they are a really lovely team." Another told us *"they are excellent in every way."*

Management at the home considers a range of information about prospective residents prior to them coming to live there. Personal plans reflect information gathered from people, their relatives and health professionals. Records kept in the home show people's needs and preferences. Actions care staff take to support people are clearly recorded in the daily recordings.

Care staff record the care and support they deliver each day. These records provide an effective overview of the support received by people living at the service and demonstrates a personalised approach to each individual is taken. Staff know the usual presentation of people living at the service and the service is proactive when making referrals to other health and social care professionals. Reviews take place regularly. Any changes are documented and where required, result in the effective updating of care documentation.

Staff keep people safe by adhering to clear policies and procedures and taking swift action when needed. Records show the manager deals promptly and appropriately with incidents affecting people's well-being, and takes all steps to ensure any restrictions placed on a person's liberty are only in their best interests.

Medication is dealt with safely. There are clear processes in place to ensure people receive the right medication at the right time. Staff receive appropriate training in regards to medication and told us they feel confident and competent when supporting individuals with this.

Environment

Management ensures the environment supports people to achieve their personal outcomes. The entrance to the home is welcoming and secure. Communal areas and bedrooms are attractively decorated. People's bedrooms reflect their tastes and interest. The layout of the home, together with the provision of aids and adaptations helps to promote safety. The outdoor area is easily accessible. There are plans in place for the further development and improvement of the outside space. A sheltered area which supports outside visiting has been installed to enable people to meet visitors outdoors and under cover. There is limited space indoors to hold archived information. Currently some documentation is stored securely in an unused bathroom. This contributes to a cluttered feel in this part of the home. However, we saw there are plans to convert an outbuilding to provide additional safe space for this documentation to be stored securely.

Good arrangements are in place to ensure any risks to people's health and safety are identified and dealt with. Records show checks are carried out around the home to identify and address any issues. We saw gas, electricity and fire safety records were in place and up-to-date. Suitable specialist equipment is available to meet individual needs and servicing of this equipment is carried out routinely. Personal emergency evacuation plans (PEEPS) are up-to-date, comprehensive and easily accessible in the event of an emergency.

Infection control arrangements are in place. Staff are following Public Health Wales (PHW) current guidelines, and appropriate personal protective equipment (PPE) was being used during the inspection. Staff told us they have access to the correct PPE and are provided with support and guidance when required. There are suitable arrangements in place for accessing PPE supplies, hand gel and cleaning materials. These are easily accessible to staff when they are needed.

Leadership and Management

People are provided with up-to-date information about the service. There is a written guide which gives people who live at the service, their relatives and others, information about the service. There is a statement of purpose which describes how the service is provided. Information available reflects the support provided to people.

The provider of the service checks people are happy with the quality of care and support and looks for ways to improve. The provider visits regularly to oversee progress and developments, to complete checks and to meet with people who live there and with staff. We saw clear reports which show what they saw in the home, what people living at the service and their representatives have fed back and what actions have been taken as a result. The provider demonstrates commitment to ensuring staff have sufficient time to ensure people remain in contact with their families. The person in charge checks the quality of care provided. They do this on an ongoing basis during comprehensive handovers for care staff, regular care staff meetings, and audits of records and processes.

People are supported by staff who are trained, supported and developed. The records we examined show the provider carries out the necessary checks when recruiting staff. New staff receive an induction in line with Social Care Wales's requirements. Staff receive training relevant to their roles and this includes infection control training. Staff say they receive regular supervision sessions and there is an open door policy at the service should they need to check something out. We observed staff appeared at ease and confident to approach the manager. Records confirm regular meetings take place. Staff spoke positively about working at the service. One person told us *"I love working there."* Another stated *"there is a lovely atmosphere here."*

There is effective oversight of the service. The responsible individual visits regularly and we were shown reports which demonstrate this. People living at the service and their representatives are supported and enabled to provide feedback about the service. Feedback received is valued and forms part of the commitment to the ongoing development and improvement of the service.

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

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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