



# Inspection Report on

**Parklands**

**Newport**

## **Date Inspection Completed**

03/05/2023

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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 service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Parklands provides care and support for up to five adults. People living at the home are cared for by a committed staff team, with kindness, dignity and respect. People and their family members are very complimentary about the service. Care staff know people well and support them to lead happy and meaningful lives.

Personal plans are clearly written to inform care staff how best to support each person. Plans are kept under regular review to ensure any changes are documented. Care staff enjoy working at the home; they are safely recruited, well trained and receive regular supervision.

The environment is homely, clean, warm and welcoming. The service is employing a new maintenance person who is due to address some minor environmental tasks around the home.

The home benefits from effective leadership and management. The responsible individual (RI) has good oversight of the management of the service, they complete detailed reports on the Quality of Care. Care staff describe the management team as supportive and approachable.

## Well-being

People have control over their day-to-day lives as much as possible. People and their relatives told us how they are supported to be independent as they can be, to make their own choices and spend their time doing the things they want to do. People enjoy day trips, holidays, and going out with families and staff. Relationships with family members are supported by the home, one family member told us *“It is fantastic here, they love living here, it’s like a home from home.”* Another family member told us *“The staff are lovely, communication is very good, and we are always made to feel very welcome.”*

The home is well equipped to support people to achieve their wellbeing. Bedrooms are personalised and people choose what colours they would like their rooms to be. Some minor maintenance tasks are due to be completed when the new maintenance person starts.

People are protected from the risk of harm and abuse. Care workers spoke about the people living in the home and have a good understanding of the person, their needs and how these should be met. Care workers interact and support people in a caring and thoughtful manner. Care workers complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has a safeguarding policy, which reflects the current guidance and is kept under regular review.

People receive the support they need to maintain their health and well-being. The service completes a range of risk assessments and personal plans, which identify each person’s care and support needs and how these can be best met.

## Care and Support

People receive personalised care and support as and when required. We observed care workers to be attentive, kind, and supportive to people. People are communicated to in the best way for them individually and staff receive specialist training in this regard. People are relaxed and comfortable around care staff.

The care needs and preferences of each person are clearly documented, and care staff access this information to inform their daily routines. The level of detail in the plans is good, there is a positive focus on what people can do for themselves, as well as how to support them. An effective keyworker system is in place. Each person has an allocated keyworker who reviews their plans with them on a monthly basis and reports on the progress they are making towards their individual goals.

Plans are regularly reviewed to ensure they are up to date and reflect people's current needs and aspirations. Care notes are detailed and comprehensive, which provides evidence people are being supported as described in their personal plans. Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner (GP). All appointment records and outcomes for review are kept within the daily notes. People are encouraged to maintain a healthy weight as part of a healthy lifestyle. Care files are overall well organised, but we identified some information which required archiving to avoid confusion with more recent information. The manager addressed this immediately.

Systems are in place for the safe management of medication within the service. Care staff support people with their medication, which helps to maintain their health. Medication is stored safely, and records are completed accurately. Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance.

## Environment

The home is maintained to a good standard, well organised, and kept clean and tidy. The manager told us the home was in the process of recruiting a new maintenance person, some minor redecoration tasks had been delayed because of this. The environment is light and homely throughout. The entrance has a tree mural containing photos of all residents and staff for easy reference. People's bedrooms are personalised to their own taste. Each bedroom has its own bathroom attached, with shower, WC and hand basin.

The home is well equipped, it has a separate lounge and dining room. Most of the furniture is in good condition, although one armchair's backing had come loose, the manager assured us this would be addressed. A fitted kitchen is in good condition, all food items opened in the fridge had date labels. The utility room has laundry facilities. Cleaning products are stored correctly and the cupboard where these are stored is kept locked when not in use.

There is an unused communal bathroom which is unsuitable for people currently living at the home. The size of the bathroom is too small for specialist bathing equipment to be fitted. People are made aware there is no bath before they move in, all current residents are happy to shower in their own bathrooms. The manager told us the provider is currently considering how best to use this space for the benefit of those at the home.

People benefit from a safe environment; the front door is kept locked and our ID was checked on entry. We viewed the maintenance file and saw all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms are completed, and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support them to leave the premises safely in the case of an emergency. The home has a five-star rating from the food standards agency which means that food hygiene standards are very good.

## Leadership and Management

The current manager is moving into a regional managers role with the provider, they are supporting a new manager in post who oversees the day-to-day running of the home. The management team all know the people living at the home very well and are supportive of care staff. There are thorough governance arrangements in place. The RI visits the home frequently and completes quality reports that clearly evidence where the service is doing well and which areas they are working to improve. People living at the home, their representatives, and care staff are involved in decisions affecting the running of the home.

The statement of purpose for the service accurately describes how the service is delivered. The provider keeps the statement of purpose under review and submits any changes to the regulator in a timely manner.

Sufficient staffing levels are in place to meet the care needs of people living at the service. We viewed three weeks of staff rota's which show sufficient staff numbers are consistently deployed. Care staff told us they have enough time to support people as planned and are not rushed when providing support. People are supported by staff who are knowledgeable, competent and fit to care for people living in the service. Staff told us they enjoy their jobs, feel valued and well supported by the management team.

Care staff are safely recruited, files are well organised and include all of the required information, including Disclosure and Barring Service (DBS) checks, written references, and evidence of their registration with Social Care Wales, the workforce regulator. Care staff complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm.

Effective communication is evident within the team. A communication book is used, along with shift handovers and a system of recording appointments and planned activities. Care workers receive regular supervision with their line manager. One to one, formal, supervisions provide the opportunity for staff to discuss any concerns or training needs they may have and allow their line manager to provide feedback on their work performance.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

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