



# Inspection Report on

**East Park Care Centre Limited**

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## **Date Inspection Completed**

19/08/2024

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## About East Park Care Centre Limited

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	East Park Care Centre Limited
Registered places	21
Language of the service	English
Previous Care Inspectorate Wales inspection	12 January 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People living at East Park receive care and support from experienced and trained staff. A stable team of care staff provide continuity of care and trusting relationships are built between individuals and those supporting them. A relaxed and homely atmosphere promotes positive well being outcomes and people are happy and content. People are aware of their rights and are consulted on matters affecting them. There are opportunities for people to take part in activities on their own or in groups. People have formed friendships within the setting.

The environment is maintained, and health and safety audits are undertaken to ensure the building and its contents remain safe for people living, working and visiting the service. Good hygiene systems are in place and the environment is clean and the décor is homely. All areas of the setting, including the outside are easily accessible for people.

Staff are supported by the Responsible Individual (RI) and manager who they describe as helpful and approachable. The RI is committed to provide the best possible outcomes for people and works closely with the manager.

## Well-being

People living at East Park Care Centre are content and we heard much laughter amongst care workers and individuals. They are involved in decisions that affect them and their voices are heard. They participate in developing and reviewing their personal plans or have someone to advocate on their behalf. One individual told us, *"I'm aware of my care plan and the staff work to it, I tell them if they forget anything, nobody minds"*. Group meetings provide an opportunity for people to voice their views and opinions.

People do things that matter to them and choose how they spend their day. During the inspection individuals were participating in an organised craft activity and preparing for a local show where they planned to showcase their produce. One individual grows fresh vegetables in the garden and greenhouse which the cook then prepares and serves during mealtimes. An individual told us, *"I go to the church across the road, it's a big part of my life"*. A variety of activities ensures there is something that suits everyone. Some people prefer to spend time alone in their room or outside when the weather allows. A new vehicle has been purchased to enable more people to access the local community.

Care workers undertake their roles with patience and empathy and demonstrate dignity and respect to those they support. We saw nurturing interactions between care staff and individuals with humour and banter used effectively. A relaxed environment fosters positive emotional wellbeing outcomes for people. The physical and mental wellbeing of individuals is promoted, and records show referrals to health and social care professionals are made in a timely manner. People are supported to attend appointments.

Relationships with family and friends are encouraged and we saw relatives coming and going throughout the day. Some spending time in their room and others sitting with their relative in communal areas. Family members value the support they receive from staff and feel at ease during their visits. One relative who visits daily said *"This is my favourite part of the day when I visit, I sit here (on sofa) and nobody cares if we sit holding hands and cwtching"*. People have also formed friendships within the setting.

Measures are in place to keep people as safe as possible and protected from harm and abuse. All staff have received training in safeguarding procedures and know how to raise any concerns they may have. Care staff are safely recruited, have an up-to-date Disclosure and Barring Service (DBS) certificate in place and registered with Social Care Wales, the regulatory body for care workers.

## Care and Support

Up to date personal plans provide detail on care and support needs to ensure care staff meet people's needs according to their preferences. People and their representatives are consulted and participate in developing and reviewing their personal plans. A 'This is me' section provides important background history on people's lives and families. Some plans did not have this information due to the recent implementation of a digital system. The manager advised that senior care staff are continuing to update and input the information from paper plans to the new system and some gaps remain but are being addressed. All individual care and support needs are clearly recorded. Daily recordings are detailed and provide a record of the care and support that has been provided. Tablets are used by care staff to input information in real time as much as possible.

Care staff know people well and have developed positive and trusting working relationships with them and their families. There is a stable team and some care staff have worked at the service for many years, providing continuity to people. Changes in people's presentation and needs are noticed and additional support is put in place promptly when required. Individuals and care staff told us there are enough staff on shift to ensure people get support when they need it. People are supported and encouraged to achieve their outcomes through person centred care planning. One person said, *"I am walking again now, I wasn't before I came here"*. A visiting employee told us, *"They cater for individuals here, I don't know many that do that, they're great here"*.

There are safe medication policies and procedures in place and senior staff have received training in administering medication. Procedures can be strengthened further by managers completing audits more frequently to identify any discrepancies in records in a timely manner. We found a signature missing from the Medication Administering Record (MAR) and an opened eye cream that had not been dated. The manager agreed to address this with senior staff immediately. Medication is safely stored and the medication trolley is securely attached to the wall.

Care staff ensure effective infection prevention and control measures are implemented to reduce the risk of infection and illness amongst individuals. There are personal protective equipment (PPE) stations situated around the setting.

People enjoy home cooked meals made with fresh locally sourced ingredients and some produce is grown at the setting. A four weekly menu is in place to offer variety of meals and people are offered an alternative if they do not like what is offered. One person said, *"The food is marvellous, it's like home from home"*.

## Environment

East Park provides a comfortable and homely environment. The building and its contents are well maintained and in a good state of repair and décor. A handy person undertakes routine checks of the setting and equipment such as fire fighting equipment and alarms and will undertake repairs as required. Any specialist equipment is routinely checked and repaired as required by qualified tradespeople. We found safety certificates are in place and current. Domestic staff are employed to ensure the environment is kept clean and hygienic. We saw ample supplies of PPE and care staff using it routinely.

The setting is on one level and communal areas are spacious, allowing easy access for people around the home. There is also an outside patio area which is easily accessible from the main lounge area. The garden is well maintained, and a greenhouse enables individuals to grow their own tomatoes. People's bedrooms are decorated to individual taste, and we saw personal items such as photos and ornaments on display. One person told us, *"I'm quite happy, I love my room, it's my home"*.

Health and safety measures are in place to protect people from accidental harm or injury. Substances hazardous to health are safely stored and only accessible to authorised staff (COSSH). The building is secure and visitors are required to await access into the home by staff members once their identity has been checked. A signing in book is used for all visitors. The kitchen area is appropriately equipped and has been awarded a four-star rating form environmental health. Confidential records are stored safely.

## Leadership and Management

The RI and manager work closely together and at least one of them is always present at the setting to provide support to staff during the day and they are easily contactable during the night. Care staff told us they feel supported and valued and enjoy working at East Park. One staff member said, *"I'm sorry I didn't come to work here years ago"*. There is an open door policy and several staff told us they feel they can approach the manager and RI at any time if they have any concerns and feel confident it will be addressed. The manager and RI encourage a culture of openness and transparency.

There have been difficulties in the recruitment of care staff and some agency staff have been employed. The provider always uses the same agency and usually the same care staff can be utilised to provide continuity for people. One or two agency staff have decided to work for the provider rather than continue with the agency and at present there are no staffing issues. There is a safe recruitment process in place however this could be strengthened further by ensuring a full employment history is obtained and recorded.

Care staff receive mandatory and additional training and most are up to date with their training. One to one supervision is provided and offers an opportunity to recognise strengths and identify any areas for training or development. Staff can discuss any issues and receive support from the manager and senior care workers informally in between formal supervision. Staff meetings are not being held as frequently as guidelines state but important information is always shared with staff via a private staff WhatsApp group.

The RI has effective oversight of the service and both the RI and manager are passionate in providing the best possible outcomes for people. Recent RI reports demonstrate information gathered from RI visits is analysed and any areas where improvements can be made identified. People, their representatives, staff and stakeholders are consulted and their views are represented in the quality of care review report.

We looked at several key policies and found them to mostly hold relevant up to date information. Some amendments are required to ensure all policies are up to date and current. This is being addressed.

### 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.

### Area(s) for Improvement

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



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