



# Inspection Report on

**East Park Care Centre Limited**

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## **Date Inspection Completed**

12/01/2023

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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	6 <sup>th</sup> July 2021
Does this service provide the Welsh Language active offer?	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 and their representatives are happy with the care and support they receive at East Park Care Centre. They are cared for in a relaxed and homely atmosphere with staff who are knowledgeable and kind in their approach. There is a culture of openness and integrity amongst staff and managers.

Care workers know people well and personal care records are detailed and person centred. Changes in care needs are recorded promptly and referrals are made to other health and social care professionals when required. Individual needs are recognised and respected.

Staff feel supported by managers and receive the relevant training to undertake their role. The Responsible Individual and Manager have good oversight of the service and are present within the home making themselves available to staff, people using the service and their representatives.

The ongoing pandemic and care staff shortages has led to some gaps in staff supervision and staff meetings. This is being addressed and we would expect to see all supervision up to date at the next inspection.

Audits are undertaken on the building and it's equipment to ensure it is safe and it is well maintained and kept clean. Policies are up to date and reviewed on a regular basis.

## Well-being

People have control over their day to day lives. They are supported to make choices and are respected as individuals. People can choose how and where they spend their time, when they go to bed and get up and what they have at mealtimes. A family member said, *"They're very accommodating if she doesn't like the food on offer"*.

The atmosphere is relaxed and there is light-hearted banter and chatting amongst people. One person told us, *"It's our home, a home from home"* and a family member said, *"I can have a laugh with the staff, I feel like I'm part of the family"*. People are happy and described the environment as *"homely"* and *"friendly"*. There are pets at the service, cats and dogs and people enjoy having them around. They are well cared for and very popular with everyone, providing comfort and companionship.

Care and support is provided by a small team who know people well and there is good humoured conversations between people working and living at the service. One person said *"He (staff member) always makes us laugh"*. Personal care and support plans are up to date and reviewed regularly to ensure people receive support to meet their current needs. Staff are aware of the importance of people's wellbeing and information is shared with senior staff and management in a timely manner, to ensure prompt referrals are made to other health and social care professionals when required.

Communication with people's representatives is also efficient and we were told, *"We're always kept in the loop"* by one family member.

The pandemic and ongoing nationwide care staff shortages has impacted on the overall wellbeing of people to an extent. It has been challenging to organise trips in the local community and during a recent Covid outbreak many activities and entertainments planned over the Christmas period had to be postponed. Managers are very conscious of the impact this has had on people's mental wellbeing and strive to promote their happiness. It is hoped that the planned events can now be rearranged in the coming months. People's representatives have commented how well managers handled the outbreak and the way *"Staff pulled together"*.

Despite the ongoing pandemic some events have gone ahead during the last year, including a Jubilee party and a charity fundraising event held in the garden during the summer. People recalled how they had enjoyed these events and the photos taken captured this.

Managers and care workers are vigilant with regards to reducing the risk from Covid 19 and have infection prevention and control measures in place. Care staff use personal protective equipment and other measures such as sanitisers throughout the home and visitors are advised not to enter if they are displaying any symptoms.

## Care and Support

Electronic records are used which provide information about the care and support people require to remain healthy. Care plans provide staff with details on the needs of people and are person centred and include specific needs of individuals. Care staff know people well and recognise when a person's care and support needs change. Personal plans are reviewed at three monthly intervals and are also updated if a person's needs change in the meantime. People and their representatives told us they are involved in the review process however this is not evidenced. This has been discussed with the manager who agreed to ensure this information is recorded. We will look at this at the next inspection. Family members advised that they are kept informed of any changes and staff are "*Straight on the phone if anything happens*".

Care staff are caring and professional in their approach and know people well. People's representatives described staff as "*Wonderful and marvellous and easy to chat to*". One person told us "*I'm lucky to be here, it couldn't get any better*".

Care records show that other health and social care professionals are involved in the planning and ongoing support and care of individuals as and when required to ensure people's health is promoted. Some professionals such as the District nurse and Chiropodist will visit the setting when required. People are also supported to attend appointments at the local surgery and/or hospital.

Meals are home made using fresh local produce where possible. Vegetables such as beans and salad produce are grown at the service during the summer, and we are told that people enjoy picking them to have at mealtimes. The chef provides an alternative if someone does not like what is on the menu and will order in any food that is not on the menu if a person requests it. The chef is made aware of any special dietary needs and people's likes and dislikes. People are able to choose what time they have their breakfast from as early as 7am onwards. There is fresh fruit available for people to help themselves and drinks are available at all times. People are complimentary about the meals and described the food as "*lovely*".

## Environment

The building is a single storey set in its own grounds. The environment is homely, clean and warm. Some areas are in need of updating and there are plans to redecorate and upgrade some areas including a communal bathroom. The communal lounge and dining room are very spacious and have a lot of natural light.

Bedrooms are clean and personalised and people have access to call bells. A relative told us, *“As soon as she buzzes, they’ll come”*. The layout promotes independence as people are able to move around the home freely and safely and it is kept clean and clutter free. People and their representatives describe the home as being *“A home from home”* with a *“lovely family atmosphere”*, *“It’s like walking into my own lounge”*.

The building is well maintained and any repairs are identified and acted upon according to level of urgency to ensure the safety of people living, working and visiting the service. Health and safety audits on the building and equipment are also undertaken by management to ensure safety certificates are in place and are current.

There is a large outdoor area which is easily accessed from the communal lounge and is enjoyed during warmer weather. Events are held in the garden during the summer and a fundraising event was organised last year and family and friends were able to attend. Access to the building is secure and visitors are required to ring a bell to be allowed in. A signing in book is also used.

Medication is stored safely however the medication trolley is kept out in the dining room throughout the day. The use of the trolley and best practice was discussed with the manager who agreed to ensure it is returned and stored securely in the office when not in use.

## Leadership and Management

The RI has effective oversight of the service and works closely with the manager to ensure best outcomes for people. They are both based at the service and make themselves available to staff, people and their representatives with an open-door policy. All staff feel very supported by management and feel comfortable raising any issues, whether work or personal related. One staff member told us, *"I was supported during Covid, it's one of the best places I've worked"*. There is a culture of openness throughout the team.

The ongoing nationwide care staff shortages are having some impact and as it is a small team of care staff it can be challenging to cover staff sickness. The RI and manager will cover shifts during these times to ensure the correct ratio of staff is available to provide care and support to people. One care staff member told us, *"They (manager and RI) will step up when we need it, we don't have to ask"*. A representative told us, *"They (staff) are very much a team and care about each other"*.

The challenges in recruiting care staff and the recent Covid outbreak has impacted on the RI and manager's managerial roles during the last couple of months resulting in some gaps in records such as staff supervision and staff meetings. We have been assured that this will be addressed as a priority and is planned in the next few weeks. Whilst this is not an area for improvement it will be checked at the next inspection. Staff tell us that they feel supported and are able to raise any issues with the manager and RI at any time and do not have to wait until formal supervision.

There is a small team of dedicated staff who are very supportive of each other and provide consistency for those they support. The manager and RI have a strong value base of integrity and consistency, and this is reflected throughout the staff team. A representative told us, *"The care is exceptionally good and this all comes down from the leadership and management, they (RI and manager) are fantastic"*.

The RI and manager have effective governance arrangements in place that ensure quality is monitored and areas for improvement are identified. This is reflected in the six monthly reports. The RI has not written the most recent quarterly reports due to the staffing pressures they have been under but is addressing this as a priority. We will look at this at the next inspection.

There is a robust recruitment system and all necessary documentation such as Identification, References and Disclosure and Barring Service (DBS) checks are undertaken prior to staff commencing employment. All staff are registered with Social Care Wales and receive the necessary Induction and mandatory training to undertake their role. Ongoing training ensures care staff remain up to date with their knowledge and skills.

### 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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**Date Published** 09/02/2023