



## Inspection Report on

**Stow Park Nursing Home**

**Stow Park Nursing Home  
31 Stow Park Avenue  
Newport  
NP20 4FN**

**Date Inspection Completed**

**09 June 2022**

09/06/2022

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## About Stow Park Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Ogwr Care Ltd
Registered places	31
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards. The 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

Stow Park care home is registered to provide care services with nursing for up to 31 people. The current provider took over the home in May 2021. People living at the service and their loved ones are happy with the care and support they receive. Care workers provide support to people with warmth and compassion.

Personal plans are clearly written to instruct care workers on how best to support people in all relevant areas. Plans are reviewed regularly to make sure they reflect people's current needs and aspirations. All relevant records are kept accurately and consistently.

The home is undergoing a full refurbishment which is being completed to a high standard. Efforts have been made to minimise the impact on people living at the home whilst works are ongoing.

The manager oversees the day to day running of the service with support from the deputy manager. Care workers are confident in their roles and feel well supported by the management team. The Responsible Individual (RI) has a good oversight of the service, they visit regularly and know the care staff and residents well.

## Well-being

People have control over their day-to-day lives as much as possible. We saw people socialising with each other and engaging with care workers. People choose where to spend their time, we saw some people prefer to stay in their rooms whilst many spend time in the communal lounges.

People enjoy having visits from their loved ones and a local hairdresser visits every other week. People and their loved ones we spoke to were overall complimentary about the home and care staff. One family member told us *“I am very happy with the care they receive; the staff could not be friendlier and there are always enough staff on duty.”* Another family member told us how their loved one had improved significantly since being at the home, they said *“he has been a different person, it is like we have got a bit of him back. He can engage with us much better and has become more expressive, which is so lovely.”*

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

People have their own rooms, which are personalised to their individual tastes. People have some of their own furniture, family photos, cards and collectables in their rooms, which gives a homely feel to their surroundings.

The service helps to protect people from abuse and neglect. 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 are encouraged to share their views about the service they receive.

## Care and Support

People receive the care and support they require, as and when they need it. People are able to call for attention if they are in their own rooms, we saw these calls were responded to promptly. We observed care workers to be attentive and supportive to people throughout our inspection visit. The care needs of each person are clearly documented, and care staff access this information to inform their daily routines. Plans are regularly reviewed to ensure they are up to date and reflect people's current needs and aspirations. The manager told us that they were implementing a process to record how relatives and loved ones are involved in the personal plan reviews. Accurate records are kept by care staff to evidence that people are supported as described in their plans.

Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner (GP). Records are kept of all appointments and outcomes for review as required. People are supported to maintain a healthy weight and diets are reviewed when required. Drinks are readily available for people throughout the day.

People are encouraged to engage in activities if they choose to do so. Family members told us their loved ones are occupied and content. We were told how people enjoyed the recent Jubilee weekend celebrations. People enjoy their meal experience and the meals provided; they are encouraged to be as independent as possible and supported when required.

Systems are in place for the safe management of medication within the service. People receive appropriate support with their medication, which helps to maintain their health. The records we checked were all completed accurately.

Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance, however we saw some staff required reminders to keep their face coverings up correctly. Regular COVID-19 testing is carried out on staff. We were asked for evidence of a negative lateral flow test result and had our temperature taken before entering.

## Environment

People benefit from a secure environment; the front door is kept locked. We viewed the maintenance file and saw that all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms take place at the home 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 people to leave safely in the case of an emergency.

The home has a five-star rating from the food standards agency which means that hygiene standards are very good. A full refurbishment is being carried out on the home; this has been planned to minimise the impact on people who live there. The areas of the home which have been refurbished have been done to a high standard. The RI provided us with the plan of works which is due to be completed in the coming months. The areas yet to be refurbished will benefit from these works.

The home is clean, tidy and well organised. Communal areas include a lounge and dining room on each floor and a separate visitors lounge on the ground floor with direct access outside. People's bedrooms are personalised to their own tastes, individuals have some of their own furniture in their rooms as well as photos of loved ones, pictures, flowers, and ornaments. The manager told us that individuals and their relatives are setting up a gardening group. There are some raised planter beds in the garden area, the patio is level and suitable for people with walking aids. The garden furniture is sturdy and in good condition.

## Leadership and Management

People benefit from effective leadership and management. The service's statement of purpose accurately reflects the service provided. However, we saw some information required updating on this document which the manager assured us they will complete. Throughout our visit, we saw there was a sufficient number of care workers on duty to support people. We viewed four weeks of staff rota's which evidence that sufficient staff numbers are consistently deployed.

Care workers receive regular supervision with their line manager. This one-to-one support provides opportunity for staff members to discuss any concerns or training needs they may have and for their line manager to provide feedback on their work performance. The manager is supported by a deputy manager with the day-to-day running of the home. Care staff feel valued and supported in their roles. We were told that the management team are approachable and always there to help or advise care staff when required. Communication between the team is good and care workers enjoy their jobs.

Care workers personnel files are well organised and contain all of the required information. Care staff are confident and skilled in their roles. They complete a range of training courses, including regular refresher courses in important areas such as safeguarding people at risk of harm. The availability of face-to-face training has been impacted by the pandemic. Some training courses for qualified nursing staff are overdue, the manager assured us that this was being addressed.

The RI has undertaken regular quality assurance checks by visiting the home to talk to individuals and care staff and review documents. The RI completes detailed and thorough audits of the quality of the support provided as well as the wider running of the home. The reports highlight where the home is performing well as well as areas for improvement.

The provider makes necessary referrals to external agencies as required and keeps the regulator notified of relevant matters in a timely manner.

### 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
N/A	No non-compliance of this type was identified at this inspection	N/A



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