



## Inspection Report on

**Ty Parc**

**Ty Parc  
Cardiff Road  
Bargoed  
CF81 8NN**

## **Date Inspection Completed**

14/02/2023

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## About Ty Parc

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Parc House Ltd
Registered places	11
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the service registered under The Regulation and Inspection of Social Care (Wales) Act 2016]
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

Ty Parc provides care services for up to 11 people without nursing care. The Responsible Individual (RI) is also the manager of the home and is supported by an experienced full time trainee manager with the day-to-day running of the service. The RI knows the service very well and demonstrates an effective oversight. The team have together created a positive, fun and supportive environment for people living at the home.

People told us they are comfortable and relaxed living at the home and enjoy a wide range of activities. Family members told us communication with the home is very good, enjoy visiting and are reassured their loved ones are well looked after. People are treated with dignity and respect in a warm, caring and encouraging way. Personal plans inform care staff of each individual person, their backgrounds, strengths, aspirations, and care needs.

The home has recently been fully refurbished, it is clean, bright and homely throughout. All safety checks are completed as required and maintenance tasks are quickly dealt with.

Care staff are safely recruited and enjoy working at the home. They feel valued and supported, the management team are approachable and engaging. Staff are encouraged to contribute ideas to the running of the home.

## Well-being

People have control over their day-to-day lives as much as possible. The atmosphere of the service is relaxed and positive. The service is spacious, clean, and welcoming. People said they enjoy being a part of the local community where they are known.

People told us they are happy with the service. One person said, *“it’s very nice here, the rooms are lovely, and staff treat me well, they support me with activities like bowling and cycling.”* Another person told us they are being supported to find voluntary work, which they are excited about. We saw people engaging positively with each other and care staff laughing, playing games, and being supported to attend various activities. People are treated with dignity and respect, they are listened to and contribute to the running of the home, as well as their individual support.

People’s bedrooms are spacious and personalised. People are able to bring their own furniture and belongings to make their rooms feel more familiar to them. Family members enjoy visiting, they told us they are made to feel welcome and a part of the home.

We saw a menu in the kitchen that people helped to plan. The kitchen is divided, with a commercial style kitchen for the cook and a separate fully equipped home style kitchen for people to be supported to improve their cooking skills and independence. We saw people making a snack and drink for themselves and their visiting family members.

There are plans in place to support people’s wellbeing which are clear and thorough. We saw evidence of people contributing to their plans and the decisions that affect them. Wellbeing goals are made; however, these are not always clear. Where people are unable to contribute to their own plans, we saw evidence of the service involving families.

The service has a robust safeguarding policy, care staff are trained in safeguarding procedures and know what to do if they have any concerns. People told us they could go to the managers for help if needed. Risks to people are well managed, and they are supported to stay safe and healthy.

## Care and Support

People receive the care and support they require. We saw care workers interacting positively with people throughout our inspection. Personal plans are clearly written, they inform care staff of each person's background, their strengths, and preferences, as well as their care needs. Peoples desired outcomes are recorded but are not always clear. The plans are kept under regular review to ensure any changes are captured promptly; however, the involvement of people being part of the review is not always clearly recorded. The manager assured us they would review these areas.

Accurate records are kept by care staff which evidence people are supported as detailed in their personal plans. Care staff record daily notes which are detailed, comprehensive and focus on people's wellbeing. 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 in the daily notes of all appointments and outcomes for review. People are supported to maintain a healthy weight and diets are reviewed when required. Drinks are readily available for people throughout the day.

The homes focus is building on people's strengths, encouraging them to learn new skills, and be as independent as possible. People decide what they like to do with their time, care staff then support and encourage them to engage in a wide range of activities, education and some volunteering. People told us they enjoy activities including attending local clubs, discos, cinemas, and gardening groups. We saw one person had achieved a food hygiene certificate which they are proud of.

Systems are in place for the safe management of medication. Care staff are trained and have their competency checked before they support people with medication. We saw medication records are completed accurately. Daily temperature checks are recorded of areas where medication is stored to ensure they are in line with guidance.

Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance. Regular COVID-19 testing of staff is carried out, we were asked to complete a test before we entered the home.

## Environment

The home is clean, tidy and well organised. The home is well maintained, the décor is in good order and promotes a 'homely' feel. People enjoy socialising in different areas of the home. Downstairs are the main lounge, dining area, kitchen, office space and bedrooms. The kitchen is divided into a commercial style kitchen for the cook to prepare main meals and snacks for people. There is also a fully fitted 'home-style' kitchen for people to make their own drinks and snacks and be supported to improve their cooking skills.

There is a separate lounge on the first floor which we saw being used by a visiting family. The home has film nights, where people choose which type of film they would prefer, different films are shown in each of the lounges to accommodate everyone's choices. All bedrooms are spacious, well equipped and decorated to each person's own tastes when they move in. People have their own belongings in their rooms and can bring their own furniture if they wish. Each bedroom has its own bathroom attached, including a shower/wet room, toilet and handbasin. The second floor has further bedrooms. A lift is incorporated for people who require support with their mobility.

People benefit from a secure environment; the front door is kept locked; we were asked for proof of our identification before being allowed to enter. 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 the premises 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.

## Leadership and Management

People benefit from effective leadership and management. The RI and trainee manager place an emphasis on the positive and open culture of the care staff team. Care staff feel valued and supported in their roles. Communication between the team is good and care workers enjoy their jobs. Care staff told us they are encouraged to develop and learn, one said *“I love it here, it is a fab place to work and a fabulous environment.”*

The service’s statement of purpose accurately reflects the service provided. Throughout our visit, we saw there was a sufficient number of care workers on duty to support people. We viewed eight weeks of staff rotas which evidence sufficient care staff are consistently deployed.

Care workers receive regular supervision with their line manager, this gives them an opportunity make suggestions on the running of the home and to review their practice and discuss any training requirements they may have. Care staff told us the management team are approachable, encouraging, and supportive.

The provider makes necessary referrals to external agencies and notifies the regulator of required events in a timely manner. Care workers personnel files are well organised and contain the required information. We found some minor gaps in records, but the RI sent us this information the day after our inspection. Training compliance is effective and care staff complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm.

The RI has undertaken regular quality assurance checks by visiting the home to talk to individuals and care staff, and to 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 and identifies any areas for improvement, with a clear action plan and timescale.

### 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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