



Inspection Report on

Parkside Residential Home

Hengoed

Date Inspection Completed

01/11/2023

Welsh Government © Crown copyright 2023.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Parkside Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Partnership of Care Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the home was registered under the Regulation and Inspection of Social Care (Wales) Act 2016
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

Parkside Residential Home supports four individuals. Each person has their own flat which includes a living area, bedroom, and kitchen facilities. Person specific adaptations have been made to each flat to promote individualism and wellbeing. A communal area and garden is available for social interaction.

People at Parkside Residential Home are happy and live fulfilled lives. Dedicated care workers put wellbeing at the centre of their care giving, delivering high quality and personalised care and support. Excellent care planning documentation is continually updated with changing needs and focus on what is meaningful to people. Personal outcomes are developed with people to improve their wellbeing. Recreation and learning activities are varied and plentiful. People are encouraged to maintain strong personal relationships and live as independently as possible.

The manager has embedded robust governance arrangements that ensure a smooth and effectively run service. The responsible individual (RI) knows people well and has good oversight of the service. Effective quality assurance tools are used to aid continuous development. Care workers are consistently supervised by a supportive manager. Care workers are safely recruited and appropriately trained to deliver safe and effective care to people.

Well-being

People are treated with dignity and respect by care workers who know them well. Physical and emotional wellbeing needs are promoted through comprehensive and innovative personal plans, which are coproduced with people and their representatives. Personal plans focus on what is meaningful to people. Individualised personal outcomes are developed with people to work towards to enhance wellbeing and independence. Progress is consistently monitored, and care delivery is adapted where needed to help people achieve their outcomes.

People have control over their day-to-day lives. People give feedback about their care needs at weekly keyworker meetings. Various communication techniques, such as picture cards, are used for people with different communication needs so they are understood and listened to. People's families contribute to ongoing care planning and are asked for formal feedback at quarterly parent evenings. Parents offered positive feedback at recent parent meetings, including "*[X is] a different person since moving in. [They do] far more than they did before*", and "*[I am] very pleased. Wonderful carers. X is well looked after.*"

People do the things that make them happy. Recreational activities are individualised and varied. Every person has their own activities file based on their needs and preferences. Activities are centred on people's personal outcomes and help to enhance their wellbeing. One person told us how much they enjoyed a recent trip to a theme park. Photos of this trip are displayed in their flat as a visual reminder of their time spent there. People are encouraged to participate in appropriate social activities and voluntary work to enhance their social presence; one person volunteers as a litter-picker as a way of meaningfully contributing to their local community.

People live in an environment which suits their needs. Creative environmental adaptations offer spaces for people to be stimulated and entertained. This includes sensory rooms and an indoor play area. People's flats are decorated to their preferences and are reflective of their needs and personalities. Communication aids are incorporated into the surroundings to help people communicate with their care workers and understand upcoming events.

A comprehensive safeguarding policy helps keep people safe from harm and abuse. Care workers undergo safe recruitment checks before commencing employment and are appropriately trained in safeguarding. Positive risk taking is promoted. Any restrictions in place are appropriately managed in people's best interests and are regularly reviewed so that people are not restricted unnecessarily.

Care and Support

People are supported by familiar and enthusiastic care workers who know their needs. Comprehensive care planning documentation provides care workers with all the information necessary to deliver safe and person-centred care. This means care workers tailor their care delivery based on the needs and preferences of people. Personal plans focus on what is important to people and provide finer details of how people like their care delivered. Personal plans are written in an appropriate format so that people can access and understand their information; this sometimes includes the use of pictures and simplified language. Care planning documentation is written from the perspective of the person.

Robust risk assessments promote positive risk taking and help to keep people safe. Positive behaviour support plans are used for people who struggle to control their emotions and behaviours. Care workers deploy these behaviour support techniques to de-escalate situations in a positive way. Incidents are documented and analysed to prevent unnecessary re-occurrence; care planning documentation is consistently updated in line with this analysis to reflect any changing needs. Care planning documentation is reviewed and updated regularly with people and their representatives. Records of daily activities are wellbeing focused and not task orientated.

Keyworker engagement is consistent and proactive. Weekly keyworker meetings focus on people's needs and wellbeing. Individual monthly care reports celebrate people's achievements and are shared with people, their representatives, and other key stakeholders. Monthly reports use photographs so that people have a visual reference of their achievements. Wellbeing achievements and goals are aligned to the National Wellbeing Outcomes in progressive and sector leading care planning documentation.

People offered lovely feedback about care workers; one person described care workers as "nice." We observed care workers treating people with kindness and using person-centred care delivery outlined in their personal plans.

People are supported with medication needs by suitably trained care workers. Medication is safely stored and managed. People's medication and health needs are regularly reviewed. Health advice is sought promptly so that people can access the right care and support as early as possible. All aspects of health needs are comprehensively outlined in care planning documents.

Environment

People have their own individualised flats which are interconnected with secure doors to maintain privacy. All flats have been modified and decorated based on the needs and preferences of the person living there. Innovative adaptations help improve people's wellbeing and provide spaces for them to relax, play, and learn. Some people have sensory rooms with mood lighting and cosy areas to help them when feeling emotional. One person has a hobbies room where they can relax and undertake arts and crafts activities. An additional space homes a giant swing where they spend time having fun. Relevant adaptations have been made to keep people safe. People offered positive feedback about their living space. One person told us they "*loved*" their flat and that they were "*happy with everything*." Another person excitedly gave us a tour of their flat and told us how happy they are with their living environment.

The service is nicely decorated and has a homely feel. A communal garden offers space for people to spend outdoors. Renovation work is planned to improve the exterior space further. The service is well maintained and clean.

The manager has embedded robust health and safety processes which promote people's safety. Monthly health and safety audits and consistent health and safety checks helps identify any areas for improvement. Relevant certificates are in place to evidence all required health and safety inspections have taken place. The fire alarm is tested weekly, and people take part in regular fire drills. All people have a personal emergency evacuation plan (PEEP) in place which considers any individual evacuation needs.

Robust infection control procedures help prevent the spread of infection. Cleaning schedules for each person's flat are thorough and completed daily. Personal protective equipment is available for care workers to use. People are encouraged to maintain and clean their own surroundings to promote independence.

Leadership and Management

People are provided with accurate and thorough information about the service. A comprehensive Statement of Purpose (SOP) and Service User Guide (SUG) reflects the service provided which helps people choose a service which can meet their needs. Key policies underpin safe and consistent practices.

The manager is experienced and demonstrates clear commitment to providing high quality care and support to people to help them achieve wellbeing outcomes. The manager has good oversight of the day-to-day running of the service and completes a range of quality assurance audits to help identify areas for improvement. Effective governance arrangements ensure a smooth and effectively run service. The Responsible Individual (RI) has a regular presence at the service and knows people well. RI quarterly visits are completed in-line with the regulations. Feedback is regularly sought from people and care workers and used to aid continuous development and improvement of the service. This is evidenced in a comprehensive Quality of Care report which the RI completes every six months.

People are supported by care workers who are valued and developed by the service provider. Care workers are safely recruited and go through a thorough probationary period before being signed off as competent for their roles. Care workers are consistently supervised by management in a supportive way. Regular care staff meetings offer care workers the opportunity to give feedback about the running of the service. Some improvements are needed to training statistics so that people are supported by care workers who have the necessary knowledge, competence, and skill to carry out their roles safely. We were offered assurance this issue is being acted on as a matter of priority.

Care workers offered positive feedback about the service and told us they feel well supported by management. One care worker described the service as “*brilliant*”, and another care worker described the quality of care as “*excellent*.” Care workers were able to tell us how to raise a safeguarding concern correctly.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
-----	--	-----

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 30/11/2023