



Inspection Report on

Park House Court Nursing Home

**Park House Court Nursing Home
Narberth Road
Tenby
SA70 8TJ**

Date Inspection Completed

02/07/2024

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About Park House Court Nursing Home

Type of care provided.	Care Home Service Adults With Nursing
Registered Provider	Park House Court LTD
Registered places	97
Language of the service	English
Previous Care Inspectorate Wales inspection	17 January 2023
Does this service promote Welsh language and culture?	The service does not provide an 'Active Offer' of the Welsh language. It is not making a significant effort to promote the use of Welsh language and culture.

Summary

The staff team feel valued and supported by senior staff and directors of the service. They are suitably trained and supervised. The Responsible Individual (RI) has good oversight of the service, and the manager is well regarded by the team.

People, and their relatives have a high level of confidence in the service and feel the decision to make Park House Court their home. Relatives feel involved in people's care and staff know people very well. Staff are said to be friendly, knowledgeable and skilled.

People receive their care and support in a service which is clean and well maintained with an ongoing programme of redecoration and refurbishment.

Comprehensive records help to inform people's care and there is a focus on health and well-being, but ways to further enhance the care of people living with dementia would be beneficial.

Well-being

People are safe and protected from abuse, harm and neglect. This is because care workers know how to recognise and report any safeguarding concerns. They are confident their managers would take the actions necessary to make sure people are safeguarded and reports are submitted to the relevant bodies. Care workers have completed training in safeguarding.

The physical environment contributes to some degree to people's well-being. Parts of the service are light and airy with large windows and some pleasant views. Whilst the service is clean, some areas will benefit from the planned refurbishment, some greater attention to detail and better use of colour. Many people have personalised their rooms with photographs, ornaments and soft furnishings.

The relationships people have with those who care for them is very good and both individuals and relatives have high levels of confidence in, and appreciation of, the staff team. One person said "*They are brilliant.... They are good to me and everyone.... It's unbelievable*". Relatives are equally complimentary, and comments made include "*staff are absolutely amazing*"; "*some staff are exceptional*" and "*I know 100% X is in good hands*". The atmosphere in the service is calm, relaxed and friendly, with evidence a rapport has been built.

There are some opportunities for people to do things that matter to them, with people engaged in activities in the service and in the local area. The provider is considering ways to engage more with people in specific areas of the service. People receive good physical health care from workers who are motivated and suitably trained.

Care and Support

A large team of staff know those they care for well. There are a core group of workers who have been employed at the service for many years. These are complimented by newer staff who have settled in well and are highly regarded by the rest of the team. Care records are mostly comprehensive and informative and care workers have time to read them. Care plans are written for a range of areas including mobility, nutrition, falls prevention and personal care. Daily entries are detailed, and the provider has agreed to consider ways to make sure the language used is reflective of person-centred care and support. Each person has a helpful 'This is Me' document which clearly sets out what and who is important to the person.

People's physical health needs are met. Registered nurses are always on duty, and they offer assistance and advice to care workers. One person was particularly complimentary about the efforts made by nurses to make sure a long-standing wound effectively healed, thereby meaning the person did not need surgery. A relative commented on how an individual's skin has significantly improved since receiving care at Park House Court, saying "*it is now lovely and soft*". Care workers can recognise signs of skin pressure damage and they have the equipment they need if people are at risk. If people need assistance to reposition, this is done regularly, and the records confirm this. No one at the service has any skin pressure damage. Fluids are encouraged to make sure people remain hydrated and some people have had an assessment of their oral health care needs. Care is not rushed, and the team work together to make sure people's needs are met. People receiving care in bed appear comfortable, and those who are able, confirmed this.

There is an understanding of the importance of good nutrition. Meals are made using fresh ingredients and there is always a choice of meal. Special diets are catered for, and special events are celebrated. Meals are fortified using cream and butter to increase their calorific content. The kitchen has been awarded a score of four by The Food Standards Agency, which is a rating of 'Good'. In the main part of the service, people are encouraged and assisted to use the dining room. However, in the 'Bunny's' section of the home, most people eat their meals in the lounge area. The provider has agreed to consider ways to enhance people's dining experience in this area. People are complimentary about the meals, with one person describing them as "*superb*". Relatives and staff are also positive, describing the meals as "*lovely*". One relative is particularly appreciative that care workers used initiative to order a special diet when this was considered beneficial.

There are some opportunities for people to do things that matter to them. During the inspection, some people were engaged in a craft activity with an external facilitator. Some planting has recently been done and other activities include doing puzzles, painting and singing. The service has the use of a minibus, and some people enjoy visiting local places. Some of the activity records include the level of engagement and the outcomes for people

of the specific activity. The provider is going to consider ways to engage more with people who experience emotional distress and display behaviours that challenge.

Environment

People live in a service which is suitable for their needs. There are different areas including ones for people who have been assessed as needing nursing care, and others for those whose needs are for residential care. There is an area (Bunny's) for people who are living with dementia, and this is separated by keypads meaning people are safe in the dedicated area.

The newer nursing facility has been purpose built and has single rooms with ensuite facilities. Many rooms have overhead tracking for people's whose mobility is limited. There is a lounge area and a dining room for people to use.

The main part of the service retains some original and attractive features. There is an ongoing programme of refurbishment and redecoration with the work in some areas completed. Some parts are dated and tired and some carpets need replacing. However, standards of cleanliness throughout are good, and both the maintenance worker and the housekeeping team take pride in their work to make sure the physical environment is conducive to people's well-being. One person commented on how lovely it was to hear a member of the housekeeping team singing with one person.

People enjoy sitting outside and the gardens are in a generally good condition, but some areas would benefit from some maintenance. There is a safe outside area for people receiving care in Bunny's unit.

There is a large storage area in the grounds, but some equipment is being stored in the service. The provider agreed to consider if these items could be relocated away from the communal areas.

Leadership and Management

There are governance arrangements in place to monitor quality. The responsible individual (RI) and other directors have good oversight of the service and are very visible. Reports are written which shows the RI spends time with people and staff, and checks the environment. Quality of Care reports are written, and these are easy to read and provide a good account of the service. Care workers and relatives find the managers of the service to be approachable and helpful.

Care workers are appointed following a safe recruitment process. Files are easy to navigate and contain the information needed, including references and security checks.

There is a focus on staff training, with relatives saying they find care workers to be skilled and suitably trained. Care workers feel they have the training they need to safely and effectively carry out their duties. Training is provided both online and face to face and made up of a range of areas including person centred care, safe moving & handling, medication and mental health. The provider lacks additional training in dementia care, to better understand how to support people who experience emotional distress and behaviours that challenge.

Supervision is carried out and this is done largely in line with Regulation. Staff receive feedback on their practice and performance, to help with their professional development. Staff appraisals are up to date and the next round is due to be completed in the next month.

The staff team is made up of registered nurses; care workers; activity workers; housekeeping, maintenance and catering staff. Care workers are allocated to specific areas within the service and feel that, overall, there are enough staff on duty to meet people's needs.

There are some effective processes to make sure equipment and services are maintained and appropriately checked. This includes hoists and other moving and handling equipment.

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