



# Inspection Report on

**Parkland Place**

**100 Llanellian Road  
Old Colwyn  
Colwyn Bay  
LL29 9UH**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

29/07/2024

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## About Parkland Place

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Adferiad Recovery
Registered places	16
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">24 May 2022</a>
Does this service promote Welsh language and culture?	This service anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

This service provides a therapeutic rehabilitation service for people with addiction. This is a short-term residential facility with high success rates. Our findings are good; people we spoke with reported positive experiences. Care staff are experts in this field and facilitate several in house therapeutic sessions to enable individuals to overcome addiction. Management ensures effective oversight of people's progress, and the service provided. People's language and cultural needs are considered and catered for where possible. We viewed several audits which are undertaken frequently as an ongoing process to monitor the effectiveness of the service. There is an on-site cook, who prepares healthy and nutritious meal choices. This service offers a relaxed atmosphere, within luxurious surroundings. This promotes well-being and positivity, which is pivotal to people's individual progress and recovery. The extensive gardens allow for people to relax and walk around the grounds. We observed people doing so, alone and together with in small groups.

## Well-being

People have control and are given choice over their daily routines while they are staying at the service. A variety of therapeutic sessions are offered, and people can choose which sessions they attend. We observed people waiting to attend the sessions offered on the day we visited. Personal plans evidence that people's progress is monitored, and records show positive results during their short-term stay. Care staff give people a choice of nutritious meals and there is no set mealtime. Management is available and approachable and promote an inclusive approach by gathering people's views and opinions throughout their stay. We observed people sitting, chatting and walking within the well-maintained extensive grounds.

People's physical and mental well-being is central to the planning of their stay. Their well-being and progress are monitored and recorded. People are encouraged to reflect on any issues that may be affecting their mental health. Care staff, who are trained therapists, guide and assist people to access the right support and therapeutic sessions during their stay. They also facilitate group therapy sessions, which enable people to explore their feelings within a safe environment. We viewed flip charts where people's feelings and ideas have been recorded during therapeutic sessions. These show in-depth discussions and ideas shared during the sessions. Care staff support people with the administration of medication. People are encouraged to make the most of their surroundings by getting involved in recreational activities and exercise.

There are mechanisms in place to safeguard people. Care staff are trained in safeguarding and told us they know what to do if they become concerned about someone. Thorough assessments are undertaken before people arrive at the service, which means appropriate risk assessments and measures can be put in place to ensure people's safety and well-being during their stay. Management appropriately support and guide care staff and acquire additional training of interest to them. The provider has ensured there are up to date policies and procedures which care staff can access, including safeguarding. These policies and procedures underpin the training staff attend. Numerous audits are undertaken on a weekly, monthly and annual. These include audits around safety and risk of the environment, to ensure people's safety.

Parkland Place is a large old building, with extensive gardens for people to spend time in whilst beginning their recovery. Rooms are bright, clean and tastefully decorated. People can enjoy comfort, with double beds, access to the internet, books and televisions, during their stay. Bedrooms have beautiful views of the garden, and some have window seats. There are various communal areas, including a library, dining room and living rooms, where people can choose where and how to spend their day. There is an area within the dining room, where people can prepare their own drinks and help themselves to healthy snacks and treats including cakes with fruit. We saw people are content and happy within their surroundings.

## Care and Support

People are provided with the quality of care and support they need through a service designed in consultation with the individual. The service considers people's personal wishes, aspirations and desired outcomes as well as any risks and specialist need when designing their care and support. This service provides support and therapy for people with addiction issues. The personal plans we viewed, are detailed and demonstrate a thorough assessment of individual's background, language and culture, strengths, weaknesses, current situation and history. Areas where people may be identified as being vulnerable, are recorded within risk assessments. These include areas such as mental health, family situation, and any other significant risks. People are involved in every aspect of this information gathering, ensuring a person-centred approach, and their needs are reviewed soon after admission. The sample of care records we viewed contain individual therapeutic and activity schedules for people to follow throughout their stay. People told us, they have choice about engaging in recreational activities or not. We saw care staff are encouraging, inclusive and engaging.

The service provider promotes hygienic practices and manages the risk of infection. Visitors are asked to sign into the visitors log when they arrive at the service. Hand sanitising solution can be found in various places around the building. The kitchen hygiene score is five, which is the highest score achievable. Communal bathrooms are monitored and equipped appropriately. Staff receive regular training in hygiene practices and follow current guidance on the use of Personal Protective Equipment (PPE). Monitoring checklists show domestic staff follow thorough daily cleaning schedules. The provider ensures the home maintains a good level of hygiene. We found the service to be clean and recent audits of hygiene and infection risk management, evidence this.

The provider ensures there are safe medicines management systems in place. People are prompted to assist care staff in the medication administration process. We saw signs, which remind people to let staff know if they require a top up to their existing prescription. We saw medication administration records are recorded accurately. The administration of medication is audited on a weekly and monthly basis and during staff supervision. Staff supervision records show discussions take place around medication and any updates to this process. Weekly medication counts help ensure there are no errors. Medication is safely stored and administered. Temperatures of the storeroom and fridge are accurate, recorded and monitored. Management is keen to ensure ongoing improvement via these regular audits, which monitor the medication process.

## Environment

The service providers ensure that the care and support is provided in a location and environment with facilities and equipment to promote the achievement of personal outcomes. This service is situated within a mansion, which has been refurbished and adapted to a very high standard. This luxurious building is tucked away from public sight and has a vast garden. Bedrooms are clean, bright and modern, with large windows which provide natural light and beautiful views of the gardens. Communal rooms are also calming, airy and bright. We saw people sitting inside and outside, in the gardens. There are facilities, where people can help themselves to breakfast, snacks and drinks. External seating areas throughout the grounds, provide plenty of space to enjoy quiet time or socialise with others. There are large lawns with some seating provided, a barbecue area and vegetable allotments if people want to participate in gardening. An onsite gym facility is planned for construction on the front lawn, where the summer house once was. We saw, the footings are in place, ready for construction.

The provider identifies and mitigates risks to health and safety. We viewed a sample of audits, which are carried out on the building and grounds. A maintenance log is kept of repairs required; the maintenance person monitors this and signs off all tasks and repairs that have been completed. Environmental audits and monitoring are completed regularly to ensure safety of the environment. We viewed the logbook for the monitoring of the electric installation, testing of electrical appliances, safety of water temperatures including tests for legionella risks, and heating. Fire equipment, emergency lighting, sprinkler system and fire exit signs are also tested and monitored in line with regulation. Fire safety training is provided to all staff. The evacuation plan is accessible in every room, within the information pack and by the service entrance.

## Leadership and Management

There are effective governance arrangements in place to support the smooth operation of the service, to ensure good quality care is provided. Regular team meetings take place to aid effective communication, planning and service updates. Regular and ongoing audits, including, risk management, complaints, training, and case file audits. The findings of all audits are collated and shared with the responsible individual (RI). The responsible individual, visits frequently to undertake audits and monitor ongoing improvement plans, of various aspects of the service. We reviewed the quarterly report of their findings informs improvement and monitoring plans of the service, which provide quality assurance of ongoing monitoring, to ensure compliance with the service statement of purpose. We found the service quality assurance process is robust and enables people to achieve their personal outcomes during their time limited stay at this service.

People are supported by a service that provides appropriate numbers of staff who are suitably fit and have the knowledge, competency, skills and qualifications to provide the levels of care and support required to enable individuals to achieve their personal outcomes. We observed people receiving ongoing consultation, guidance and support by care staff. People are supported by the same staff throughout their stay. We observed people arriving at the service and their discussions and arrangements regarding the allocation of staff. Staff rota's show there are sufficient staffing levels. Sufficient staffing enables people to receive a service that delivers one to one and group therapy. The staff team consists of an administrator, a manager, a housekeeper, a maintenance person and a cook. There are always three care staff available daily. Care staff files, show they are recruited safely and well supported. Formal supervision takes place regularly. There is a "*staff training academy*", which provides a vast range of training in relevant topics. This opportunity enables and encourages staff to progress and develop more expertise in their work. We observed care staff are confident and encouraging. Care staff told us they feel well supported, trained and informed. The ability and skills of the staff team are pivotal to people achieving their planned outcomes.

The service provider has oversight of financial arrangements and investment in the service so that it is financially sustainable and supports people to be safe and achieve their personal outcomes. The provider's investment in staff and training, shows commitment to the development and success of the service and it's in house therapeutic provision. The provider has expanded the service to being able to offer therapy to help with a wider range of addictions, including gambling. The development and planning in place for the new gym room in the garden grounds will provide additional opportunities for people using the service.

### 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.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A



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