Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

EMJ & GP Ltd TA Park View Care Home

94 Gnoll Park Road, Neath, SA11 3DD

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http://www.parkview-carehome.com

The inspection visits for this service took place between 27/07/2026 and 03/08/2026

Service Information:

Operated by:	EMJ & GP Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	34
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Well-being is rated good because people are supported to maintain choice, independence, relationships and meaningful lifestyles. Relatives described people as happy, settled, safe and well cared for, with positive opportunities for activities, social engagement and community participation.

Care and Support is rated as good because people receive personalised care based on comprehensive assessments, care plans and regular reviews. Safeguarding, medication management, nutrition, hydration and infection control arrangements were effective. Relatives and professionals reported high levels of satisfaction with care and communication.

Environment is rated good because people live in a clean, safe and comfortable home with attractive communal areas, personalised bedrooms and a secure garden. Health and safety, fire safety and maintenance systems were established and effective. Minor maintenance issues identified were being addressed and did not significantly affect people's well-being.

Leadership and Management is rated good because the service benefits from visible and responsive leadership, effective governance and robust quality assurance arrangements. Feedback from relatives, staff and professionals was overwhelmingly positive, highlighting strong

communication, supportive leadership and a positive culture. Minor opportunities for improvement related to documentation, training reporting and staff development.

Findings:

Well-being — Good

People experience positive well-being outcomes because they are supported to maintain choice, independence, relationships and meaningful lifestyles. Inspection evidence demonstrated people are involved in decisions about their daily lives, supported to manage risks positively and encouraged to participate in activities that matter to them. People have opportunities to maintain relationships with family, friends and their wider community, helping them remain connected and valued.

People reported positive experiences of living at the service. Relatives consistently described family members as happy, settled and well cared for. One relative stated their family member had improved since moving into the home and described the service as "*wonderful*," whilst others reported people were "*delighted,"* had "no worries" and were supported to maintain independence, dignity and choice. Families expressed confidence that people were safe and treated with respect.

There was strong evidence that people are protected from abuse and neglect. Safeguarding systems, risk management processes and staff knowledge were well established. Inspection evidence demonstrated that concerns were identified, reported and managed appropriately, with support from external agencies where required. Feedback from professionals highlighted positive safeguarding practice, effective risk management and good multidisciplinary working.

People benefit from meaningful opportunities to engage in activities and social interactions that enhance well-being. During the inspection, people were observed participating in exercise and entertainment activities within a positive and enjoyable atmosphere. Activities were varied and person-centred, with opportunities for outings, hobbies, social engagement and maintaining important relationships. Feedback highlighted that activities and social interaction contribute positively to quality of life and emotional well-being.

The environment supports well-being outcomes by providing safe, comfortable and accessible accommodation. People have access to communal areas, private spaces, outdoor facilities and equipment that help them maintain independence and enjoy daily life. Relatives consistently described the home as clean, welcoming and supportive of people's well-being.

Strengths included positive risk management, strong safeguarding arrangements, meaningful activities, personalised support and overwhelmingly positive feedback from relatives and professionals. No significant concerns were identified within this theme. Welsh language provision continues to be developed; however, the service demonstrated a commitment to promoting bilingual resources and supporting Welsh language needs.

Care & Support — Good

People receive person-centred care that reflects their assessed needs, preferences and outcomes. Care files evidenced comprehensive assessments, care plans, risk assessments, regular reviews and timely referrals to health professionals. People's communication, nutrition, hydration, mobility and skin integrity needs were effectively monitored and managed.

People are protected from harm through effective safeguarding arrangements, trained staff and established risk management processes. Safeguarding records demonstrated appropriate action, partnership working and oversight, while visiting professionals spoke positively about safeguarding practice, risk management and multidisciplinary working.

Medicines were managed safely, with appropriate arrangements for storage, administration, auditing, staff training and management oversight. Inspection evidence demonstrated compliance with relevant standards and effective medicines governance.

People benefit from a clean environment and effective infection prevention and control measures. Staff followed good hygiene practices, PPE was available and used appropriately, and systems were in place to minimise the risk of infection.

People benefited from meaningful activities, social engagement and support to maintain health and well-being. Observations identified a positive atmosphere, with people participating in activities including exercise sessions, entertainment and community opportunities. Residents were offered choice, encouraged to maintain relationships and supported to take part in activities that mattered to them. Feedback from relatives consistently described people as happy, settled and well cared for. Professionals also commented positively on staff knowledge of residents, communication and partnership working.

Strengths included personalised care planning, effective healthcare engagement, strong safeguarding arrangements, robust medication management and positive outcomes reported by relatives and professionals. Families described communication as excellent and expressed confidence in the care provided.

Concerns were limited. One care file contained an expired Deprivation of Liberty Safeguards (DoLS) authorisation awaiting local authority renewal, and some feedback suggested additional staffing during busy periods may further enhance support. These issues were being monitored and did not significantly impact outcomes for people.

Overall, evidence demonstrates people receive safe, effective and responsive care that promotes well-being, protects them from harm and supports them to achieve positive outcomes.

Environment — Good

People live in a safe, comfortable and well-maintained environment that supports their well-being outcomes. The home provides a range of clean, welcoming communal areas, including lounges, a conservatory and a secure garden with seating, planting and areas for social interaction. Bedrooms observed were personalised, accessible and equipped to meet individual needs. People and relatives consistently described the home as clean, comfortable and homely, with relatives reporting the environment was “spotless” and supported their family members’ well-being.

The provider has effective arrangements in place to identify and manage environmental risks. The premises were secure, with controlled access systems, CCTV and secure outdoor areas. Health and safety systems, environmental risk assessments, servicing arrangements and maintenance records demonstrated ongoing oversight of safety. Fire safety arrangements were well managed, with current risk assessments, maintenance records, staff training, fire drills and personal emergency evacuation plans in place. Equipment including lifts, hoists and specialist aids were appropriately maintained and available to meet people’s needs.

Observation of the environment found communal areas, bathrooms, laundry facilities and external spaces to be clean and generally well maintained. Infection prevention and control measures were embedded, cleaning schedules were in use and adequate supplies and waste management arrangements were evident. People had access to safe outdoor space, multiple communal areas and facilities that promoted independence, choice and social interaction. A full-time maintenance officer provided ongoing maintenance support and there was evidence of recent refurbishment work.

There were a small number of issues identified during the inspection. The front of the property would benefit from some cosmetic improvement. A kitchen secure cabinet for the storage of chemicals that may cause harm was temporarily unlocked whilst in use and staff were reminded to ensure storage remained secure. Some bedroom door locks were not functioning correctly and required repair to promote privacy. The home was also experiencing boiler-related issues affecting hot water provision; however, hot water remained available during the inspection and the manager submitted the required notification. One washing machine was awaiting repair, although alternative arrangements ensured laundry services continued safely.

Overall, evidence demonstrates that people benefit from an environment that is safe, secure, clean and suitable for their needs. Identified concerns were minor, promptly addressed or subject to ongoing management oversight, and did not significantly impact people’s safety or well-being. The environment supports positive outcomes through effective maintenance, risk management and facilities that promote comfort, dignity and quality of life.

Leadership & Management — Good

People experience positive outcomes because the service is well led, with clear governance arrangements, effective oversight and systems that support assessment, care planning, monitoring and review. Leaders are visible, approachable and responsive, and staff understand their roles, responsibilities and lines of accountability. The Responsible Individual maintains regular oversight through statutory visits and six-monthly quality reviews.

Quality assurance processes are established and include audits, quality reviews, stakeholder feedback, complaints monitoring and service improvement planning. RI visits to the service and quality of care review records were in place, a quality assurance policy was available, and the annual return had been submitted and published. Evidence demonstrated that information gathered is used to review practice and support continuous improvement.

People benefit from a stable and experienced workforce. Recruitment processes were robust, staffing levels were assessed as sufficient and agency staff were not routinely used. Staff receive supervision, appraisal and training, with management maintaining oversight of workforce development. Staff reported feeling valued, supported and provided with clear direction.

Feedback from residents, relatives, staff and visiting professionals was overwhelmingly positive. Relatives described management as approachable, responsive and communicative, while professionals reported improvements in leadership, effective partnership working and confidence in the manager. Stakeholders consistently described the service as person-centred, supportive and well managed. These arrangements help people feel safe, respected, listened to and involved in decisions about their care.

The service demonstrates a culture of continuous improvement. Previous inspection recommendations relating to training oversight, health and safety monitoring, medication management and quality assurance had been addressed. Minor areas for development included reviewing and updating the Statement of Purpose, improving how overall training compliance is presented and ensuring equitable access to development opportunities for all staff. Some respondents also suggested additional staffing during busy periods and increased community opportunities for people using the service.

Overall, leadership and management arrangements provide strong assurance that people receive safe, high-quality, person-centred care within a well-governed service that promotes accountability, quality improvement and positive outcomes.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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