



Park Lodge Residential Care Home



M J S Care Ltd, Llannerch Park, St. Asaph, LL17 0BD



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The inspection visit took place on 10/11/2025

Service Information:

Operated by:	MJS CARE LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	17
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

Requires Improvement

Summary:

Park Lodge has a relaxed, homely atmosphere that puts people at ease. People are content in their home where their individuality is recognised and respected. Care staff have good knowledge and understanding of people's needs and have good relationships with others and are supported to do things they enjoy. They experience warmth and kindness from friendly, professional staff. The service upholds people's rights and promotes their health and well-being.

People can identify with and take comfort from their surroundings. Private rooms have personal touches and are kept clean, tidy and the communal areas are currently benefiting from refurbishment.

The responsible individual (RI) assesses standards in how the service is operating however, improvements are required in gaining feedback from people, staff and professionals. The service recruits staff safely; however, staff training and supervision requires improvement. Care staff feel

well supported by the manager and RI, who are approachable and responsive to feedback.

Findings:



Well-being

Good

People experience person-centred care which enhances their physical and mental well-being. Care staff ensure people receive the right level of care and support, in line with their personal plans. They make prompt referrals to medical and specialist services to promote people's health and well-being. People consistently receive their prescribed medicines, which are managed in an organised, safe way. People enjoy a varied programme of activities and events. They have meaningful interactions with care staff, who they have developed positive relationships with. People told us they are cared for very well and nothing is too much trouble, and we heard much laughter and free-flowing conversation. A relative described the team as "lovely" and told us they were grateful for the support staff had provided.

There are systems in place to help protect people from harm. Care staff deal with accidents and incidents confidently and know how to report concerns about people's welfare. They have access to up-to-date policies and procedures to guide their practice. People are cared for by a suitable workforce that is vetted by the Disclosure and Barring Service (DBS). The RI supervises the management of the service closely and regularly analyses the findings of internal audits. Improvements are required in relation to staff receiving regular formal supervision and training.

Choices are available in relation to people's preferred daily routines, and their decisions are respected. Residents' meetings take place, where people are asked about their views of the service provided. Care staff work from personal plans that are written together with the person or their relatives and cater for people's preferences. People have choices around food and activities that are on offer and staff listen to people's wishes. However, the feedback gathered is not documented in quality-of-care reports. We saw proactive care staff supporting people to move around the home safely and re-position when required. People have visitors coming to the home regularly and have good relationships with their peers and the care staff supporting them. People can choose where to spend their time and eat their meals, which care staff respect.

The home provides people with suitable accommodation which reflects individuals' needs and interests. The service is clean and tidy throughout and is suitably furnished and decorated to a good standard. Communal areas are comfortable and well-presented providing a space people can enjoy. People's rooms are personalised to their preference. There is specialist equipment available for those who require it. An ongoing programme of maintenance and decoration ensures the environment; its facilities and equipment are safe.



Care & Support

Good

People experience physical, mental and emotional well-being. Care staff support people to maintain important relationships in a safe way. People's individual care and support needs are set out within detailed personal plans that identify their care preferences and routines. People are encouraged to keep active and do things they enjoy such as arts and crafts, visit local shops and they enjoy external entertainers visiting the home. One person told us; they look forward to the Church service every other week and Holy Communion. The service supports people to attend their medical appointments and lead a healthy lifestyle. People receive appropriate support with their medication. People are comfortable with care and respond positively to their support and guidance.

People feel content in their home, where they have developed positive relationships with staff. The manager and care staff treat people with dignity and respect and recognise what is important to them. One person told us they like to sit and watch staff and others go about their daily activity. Drinks are made available to people when spending time in both their own rooms and communal areas. People told us their meals are "*enjoyable*", and alternatives are available if they want them. We saw people enjoying visits from family and friends, whom staff gave a warm welcome.

People have access to medical and specialist services to promote their health and well-being. Records confirm that various health and social care professionals are involved in people's care. Staff act promptly when there are changes in people's health, requesting urgent medical attention or a GP (general practitioner) review. Where possible, the service provides transport to enable people to attend appointments. Daily recordings and monitoring charts show that people receive the right level of care, as outlined in their personal plans. For example, people receive regular pressure relief to promote their skin integrity and fortified foods and snacks to support their nutrition.

Medicines are managed in a safe way. Records confirm people consistently receive their prescribed medication. Senior staff carry out frequent stock checks to make sure medication counts are correct. This allows any potential errors to be investigated quickly. Medicines are stored at suitable temperatures by carrying out daily temperature checks of storage areas. People's medication is reviewed by medical professionals. Records show care staff complete training and have their competency assessed before administering medication. The service has a clear, accessible medication policy to support safe practice.

The service promotes a good standard of hygiene and infection control. Care staff ensure communal areas are clean and tidy, which we observed.



Environment

Good

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. Bedrooms contain items that are important to people and are laid out according to their needs and wishes. People told us they are pleased with their individual rooms. We saw people relaxing and socialising in the lounge. There is ongoing investment in the environment. Corridors are being painted and there are plans to redecorate the lounge and dining room. The provider told us about the carpet in the lounge and dining room be replaced in the next twelve months. The garden and grounds are accessible to people via sloped access and patio doors from the lounge and some bedrooms, as well as via a door at the far end of the home. People we spoke to told us they like the garden, and they enjoy spending time out there with other residents and their visitors.

There are measures in place to mainly help keep people safe. The home is secure from unauthorised entry. Visitors are admitted by staff, and a record is kept of those entering and leaving the premises. Care staff carry out identity checks and make sure a record is kept of those visiting the premises. We found the home to be tidy and free from hazards, allowing people to move around safely. Chemicals are stored securely, and people are unable to access hazardous areas without support. Window openings are restricted to help prevent falls from significant height. Staff request environmental works from the company's maintenance person, which they action according to priority. Records show that regular fire safety checks are carried out. Fire safety equipment and the boiler are routinely serviced, and electrical inspections are carried out within recommended timeframes. However, the service was recently awarded a Food Hygiene Rating 1 (Poor). The provider has given reassurance that work is already underway to ensure that urgent improvements are made.



Leadership & Management

Requires Improvement

Systems are in place to monitor how well the service is running, but further development is required to ensure the findings of these processes inform the ongoing development of the service. The RI has a daily presence in the service, therefore has a good understanding of the running of the service. These visits are also documented in comprehensive three-monthly reports. People spoke very highly of the RI and how helpful he is, and nothing is too much trouble for him. A range of management audits and related action plans are completed in relation to all key areas. A six-monthly quality of care review has been produced however it contains very little information and lacks feedback from people, staff and professionals. This means people cannot be sure the service provider has suitable arrangements in place to monitor, review and improve the quality of care and support provided by the service. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Suitability checks are completed before new care staff come to work at the service. This includes obtaining references from previous employers and obtaining a DBS check. Care staff receive an induction to the service, and they told us they feel well supported by their colleagues and the management team. Care staff and the manager are registered with Social Care Wales, the workforce regulator, and are expected to uphold the code of practice when carrying out their duties. Records show care staff have not received one-to-one supervisions with a member of the management team on a quarterly basis, which is an opportunity to discuss their work and to monitor their training needs. Not all staff have completed their mandatory and service specific training such as diabetes and skin care. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People cannot be assured their care and support is provided by a service which is continuously learning.	10/11/25
Outcomes for people may not be met safely because staff do not complete their required training and they do not receive supervision on time.	10/11/25

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

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