



Parkside House Residential Home



Parkside House Residential Home, 1-2, Park Road, Penarth, CF64 3BD



02920710044



www.parksidehousepenarth.co.uk

The inspection visits for this service took place between 27/10/2025 and 28/10/2025

Service Information:

Operated by:	Llangoedmor Properties Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	38
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

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Parkside House, situated in Penarth, offers residential accommodation for up to 38 individuals. This inspection was unannounced. Feedback gathered from residents and visitors reflects an excellent level of satisfaction with the service. Care staff are consistently recognised for their attentiveness, compassion, and respectful approach. Many comments highlighted that staff frequently go above and beyond in delivering high-quality, person-centred care.

People live in accommodation that is appropriate to their individual needs. The premises are maintained to a good standard of cleanliness, with robust infection prevention and control measures in place. The environment is suitable for its intended purpose, offering a variety of communal spaces that support both social interaction and private time.

Management demonstrates excellent oversight of the service through the implementation of regular audits and the maintenance of current policies. The Responsible Individual (RI) conducts routine visits, contributing to the monitoring and governance of the service. Recruitment procedures are safe and compliant, ensuring staff are appropriately vetted and fit to work. There is clear oversight of staff supervision and training processes. Care documentation is consistently updated to reflect

any changes in individuals' health needs, associated risks, and review outcomes. The provider invests in the service and makes improvements where required often guided by feedback from individuals who use the service.

Findings:



Well-being

Excellent

People experience positive and respectful relationships with care staff. Throughout the inspection visit, staff were observed interacting with individuals in a kind and friendly manner. Care staff responded promptly to people's needs, offering reassurance and support as required. People are well-presented, and observed to be content and happy, either engaging in activities or enjoying quiet time alone. Feedback from individuals living at the home was extremely positive. People expressed that they feel happy residing there and described the staff as exceptionally kind and attentive, comments included *"I couldn't ask for more."* and *"staff are amazing here, I have no worries at all"*.

People are protected from harm and abuse. The home environment is safe and promotes the wellbeing of individuals by minimising risks of harm. Robust and well-organized systems ensure the premises are cleaned and maintained to a high standard. All services and equipment are regularly tested and appropriately serviced. Staff adhere to infection prevention and control procedures, contributing to a hygienic and secure setting. Care staff are recruited safely as pre-employment checks are completed correctly. There is a system to renew Disclosure and Barring Service (DBS) certificates when required. Care staff, where required are registered with Social Care Wales, the workforce regulator. Documentation and medication are stored securely.

People appear content and engaged in activities they enjoy. There is a strong emphasis on maintaining family connections. One relative shared, *"I am welcomed whenever I want to visit, we are made to feel so welcome by staff, which is so important."* Individuals spoke positively about the regular programme of activities and visiting entertainers. We observed that people have access to personal belongings that support their interests and hobbies, and are also encouraged to explore new ones, such as pumpkin carving which we observed during our visit. People expressed that they have the freedom to choose where they spend their time and with whom. The well-maintained environment and gardens contribute positively to people's overall well-being.

People receive care without delay with staffing levels observed to be consistently good. This enables care staff to carry out their duties effectively and to engage positively with residents and their families. Personal plans are in place to guide staff in delivering care and are subject to regular review, ensuring they remain current and reflective of individuals' needs. People have appropriate access to healthcare services when required, and medication is administered as prescribed. The Responsible Individual (RI) demonstrates strong oversight of the service, undertaking visits and quality assurance monitoring in line with regulatory requirement.

No formal complaints have been received. However, the service has received a substantial number of compliments, particularly in relation to the quality of care provided.



People can be assured they have autonomy over their lives and make informed choices regarding their daily routines. Individual preferences are respected, and residents are supported to participate in activities that are personally meaningful. The service employs a dedicated activities coordinator who delivers a structured programme five days per week. This includes the celebration of special occasions, engagement with local schools and community groups, and the commissioning of external entertainers. In addition to this, care staff facilitate ad hoc activities during each shift, ensuring ongoing engagement throughout the day. Weekly minibuss outings are organised, providing access to local amenities and destinations such as the seaside, lakes, and community coffee mornings. Feedback from residents was consistently positive. One individual told us, *"I have been made to feel so welcome by everyone. It was a shock to move here, but I've really settled now. It was the right decision; I have no worries at all."*

People have access to other services to maintain ongoing health and well-being. Information within care documentation showed referrals with various health professionals such as optician, dentists and GP. We saw these referrals were made in a timely manner. Personal plans contain the required information which accurately reflect the day to day needs and wishes of individuals living at the home. We saw care workers anticipate people's needs and are extremely attentive. Reviews of the personal plan take place when required and an exceptionally comprehensive annual review is completed, involving the person and/or their relative, commissioners and the provider. When people find decision making difficult, the service is highly organised in registering this with the required authority to ensure a person's wishes are considered. Medication processes within the home are robust from storage to administration and is extremely well organised and accurate.

People told us they feel safe and secure living in the home. Records reviewed confirm that staff have completed safeguarding training. A safeguarding policy is in place, clearly outlining staff responsibilities in protecting adults from harm, abuse, and neglect. Care staff demonstrated an understanding of the importance of documenting concerns and expressed confidence in approaching the manager with any issues. We observed that people's body language and expressions reflected a sense of safety and comfort around the care staff. We saw care staff engaging with people in a warm, respectful manner and showed excellent understanding of individual needs and how best to respond. Care staff demonstrated sensitivity and support when individuals experienced difficulty with decision-making or communication, responding with reassurance and encouragement while effectively anticipating their needs



Environment

Good

People are cared for in a clean and homely environment. Bedrooms are personalised with items of people's choice and personal belongings. The home offers several small communal areas and there is a pleasant dining area where we saw people enjoying activities. During the visit we observed the housekeeping team undertaking cleaning duties and the home was extremely clean and fresh throughout with no malodour. We saw visitors welcomed into the home throughout the visit and people told us how important this time is to spend time with their relatives. The gardens are well presented and maintained and people told us they enjoy spending time outside in the warmer weather.

The service demonstrates robust systems for monitoring and maintaining both the environment and equipment. A well-coordinated team of administrative and maintenance staff ensures that all equipment and facilities are regularly inspected, serviced, and tested. External contractors are commissioned to carry specialist checks, such as gas and electrical safety. Repairs are addressed promptly, and an effective redecoration schedule contributes to the good standard of the home's presentation. The Food Standards Agency has awarded the service a top rating of five (highest) for its catering provision.

A current fire risk assessment is in place, and Personal Emergency Evacuation Plans (PEEPs) have been developed to support the safe evacuation of individuals in the event of an emergency. Examination of maintenance records confirmed that safety checks are conducted in accordance with statutory requirements. Fire alarms, emergency lighting, and evacuation drills are tested routinely. During the visit, one fire door was identified as requiring attention; this was raised with the manager, who confirmed that remedial action would be taken immediately.

There are effective systems in place to promote public safety and minimise the risk of cross-infection. Staff have access to appropriate personal protective equipment (PPE) and demonstrate an understanding of its correct use and disposal. All staff receive infection prevention and control training and recognise its importance. Robust oversight arrangements ensure that staff consistently adhere to current infection control guidance. People are kept safe through effective security measures, including a keypad entry system and a requirement for visitors to ring before gaining access. A visitors' book is maintained in line with fire safety arrangements, and identity checks are carried out for all visitors. The service provides appropriate accommodation for people living working and visiting the home and the management demonstrates a clear commitment to ongoing development and improvement for the benefit of those living there. People experience a sense of belonging, supported by the provider's efforts to create a homely and welcoming environment that meets individual needs. The home is attractively presented, and both residents and their families value its traditional style, which contributes positively to people's overall well-being.

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People are supported by care staff who are appropriately trained and recruited safely. Care staff are extremely happy working at the service and told us they feel valued and supported by the manager and RI. We looked at a selection of care staff files and found they contained all the required information including identification and full employment history. We saw evidence that pre-employment checks including DBS certificates and references are sought prior to employment commencing to ensure that all staff are suitably qualified and fit to work with vulnerable people. Individuals using the service and their relatives consistently praised the quality of care, with one stating *"I can't fault the home, the care staff are amazing here."*

All staff undergo a thorough induction programme, which includes opportunities to shadow more experienced colleagues. Their competence is evaluated before they carry out their responsibilities independently. Training provided is carried out appropriate to the roles they undertake. One staff member remarked, *"We are an excellent team here, with really good morale, we all work together to ensure residents' needs are met."* Regular supervision sessions are held between all staff and management, with many staff expressing that they feel well supported. Staff turnover is low, with many attributing this to the positive working environment and several care staff told us they had worked at the home for many years and *"wouldn't consider working anywhere else."*

People benefit from effective leadership and management within the service. Parkside House is a registered service with robust oversight provided by the RI and is supported by a long-standing manager who is both experienced and registered with Social Care Wales, the workforce regulator. The RI conducts regular visits to the service and actively engages with both individuals receiving care and staff members, ensuring their presence is both visible and approachable. Comprehensive policies and procedures are in place to ensure the smooth operation of the service and to provide clear guidance to care staff regarding their roles and responsibilities. The manager demonstrates a clear understanding of the legal responsibilities involved in supporting vulnerable individuals and makes appropriate safeguarding referrals to the local authority when necessary.

Quality assurance processes are carried out in accordance with regulatory requirements, reflecting the provider's commitment to delivering high-quality care and implementing improvements where needed. Individuals are provided with detailed information about the service, including guidance on how to raise concerns or make complaints should they be dissatisfied.

The home's Statement of Purpose (SoP) is regularly reviewed and updated as necessary. This document is essential as it outlines the scope of care provision specifying who can receive care, as well as how, where, and when that care is delivered. The management team demonstrate effective leadership by placing people at the heart of a well-organised and smoothly run service.

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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