Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Park House Court Nursing Home

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

01834843955

www.parkhousecourt.co.uk

The inspection visits for this service took place between 13/05/2026 and 14/05/2026

Service Information:

Operated by:	Park House Court LTD
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	97
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:

The service provides a positive, inclusive environment that effectively supports people's well-being, independence, and quality of life. Interactions between staff and people are warm, respectful, and unhurried, contributing to a calm atmosphere and promoting emotional well-being. The environment is comfortable, homely, and well maintained, with access to both indoor and outdoor spaces that support relaxation and engagement.

Care and support are delivered to a strong standard, with staff demonstrating a strong understanding of individuals' needs, preferences, and risks. Care is provided with dignity and respect, and relationships between staff, people, and families are a key strength of the service.

The service benefits from strong leadership and a stable, experienced workforce. Managers are approachable and foster a culture of openness, learning, and continuous improvement. Staff feel supported and valued, which contributes to high morale and consistent care.

Findings:

Well-being — Good

People experience good well-being in a positive and inclusive environment. Many people have good control over their day-to-day lives and are supported to make choices that matter to them. We saw a relaxed and flexible approach to routines, particularly at mealtimes, where people were offered choices of food and could eat at their own pace. People were free to come and go as they wished, supporting independence and personal control. Daily interactions were gentle, unhurried, and person-centred, contributing to a calm and supportive atmosphere. There was frequent laughter and meaningful engagement between staff and people, reflecting respectful relationships and promoting emotional well-being. A good range of meaningful activities are available, supporting people to engage in things they enjoy and helping maintain a positive sense of well-being and quality of life.

People are safe and protected from abuse and neglect. We saw people experience a safe and supportive environment where they are comfortable and at ease. The warm, respectful interactions observed between staff and people contribute to a culture where individuals feel secure and valued. Positive relationships and consistent care staff presence help ensure people's needs are understood and responded to effectively. Relatives told us they feel welcomed and confident in the service, and they have positive relationships with managers and staff.

People are supported to build safe and healthy relationships. The service demonstrates a strong family feel with warm, meaningful relationships evident between staff, people, and their relatives. People are supported to maintain and develop important relationships with relatives and others. Regular newsletters provide useful information and help keep people and relatives informed and engaged with the service. Connections with the local community are well established, enabling people to access local resources and maintain links outside the service. People are supported to go out regularly, in line with their preferences, which promotes social inclusion and supports them to remain active members of their community.

People live in accommodation that supports their well-being outcomes. The environment effectively supports people's well-being and enhances their quality of life. People have access to pleasant and well-maintained outdoor spaces, including a courtyard, patio, and a small garden. These areas provide opportunities for relaxation, social interaction, and time outdoors, which contribute positively to physical and emotional well-being. Indoor spaces are calm and welcoming, supporting a homely atmosphere where people feel comfortable.

Care & Support — Good

People receive the care and support they need to achieve their personal outcomes. Care staff know people well and provide support that is dignified, respectful, and responsive. We saw warm and meaningful interactions, with staff taking time to engage with people in a person-centred way. This supports positive outcomes and helps people feel valued. People were relaxed and comfortable in the presence of staff, and we saw interactions that were unrushed. A relative told us, "*The staff go above and beyond, not only caring for residents with compassion and dignity, but also taking the time to build meaningful relationships with their families."* This shows the positive impact relationships have on people's experience of care.

Personal plans and risk assessments are well developed and provide clear and useful guidance for staff to support people safely while promoting independence. Care staff demonstrate a good understanding of people's individual needs, risks, and preferences, and can describe how they tailor support accordingly. Care staff manage risk in a positive way, enabling people to maintain control over their lives while remaining safe. The service works effectively with other professionals to support people's health and well-being, ensuring advice is followed and incorporated into care delivery. A professional told us *"The home involves us and work in tight collaboration*" confirming a consistent and effective approach to partnership working.

Safe systems for medication management are in place. Appropriate medicines policy and procedure exist, and staff complete regular audits. Overall, medication administration records are completed accurately. Medicines are stored securely in a locked cabinet and storage temperatures are recorded and monitored to ensure safety. Confidential documents related to people's medication are stored securely in a locked cabinet. We reviewed medication charts with no gaps identified in sampled records and we saw appropriate controlled drugs checks.

People's risk of infection is minimised. People are supported in a clean and well-maintained environment that promotes their health and well-being. The service demonstrates a good approach to hygiene and infection control, helping to protect people from risks. Care staff present well and maintain appropriate standards, contributing to a safe and comfortable setting.

Environment

Good

People live in an environment that is well maintained and provides a comfortable, welcoming, and homely setting. The overall presentation of the service is positive, and this helps people feel relaxed, well cared for and content. We saw a calm and unhurried atmosphere, with people moving freely between areas of the home and spending time in communal spaces of their choosing. This supports independence, social interaction, and inclusion. Communal areas are inviting and used well, enabling people to engage with others or spend time quietly as they prefer. Bedrooms are nicely decorated and individualised to people's preferences.

People benefit from access to both indoor and outdoor spaces which enhance their well-being. Outdoor areas, including a courtyard, patio, and a small garden, are accessible and provide pleasant environments for relaxation and social engagement. These spaces offer opportunities for people to enjoy fresh air and spend time outdoors, supporting both physical and emotional well-being.

The provider has systems in place to maintain the safety of the environment. Staff complete regular safety and environmental checks to support the ongoing protection of people and staff.
Where appropriate, the service provides suitable adaptations and equipment to meet people's individual needs. Furnishings and resources are thoughtfully chosen to reflect people's preferences and promote comfort. This includes the use of specialist beds, call systems, and moving and handling equipment to support safe and effective care. Bathroom, shower, and toilet facilities are designed to maintain privacy, dignity, and accessibility for all.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight. The service is well-led and demonstrates a positive, inclusive culture. Leaders and managers are visible, approachable, and knowledgeable, providing clear direction and effective oversight. Staff described managers as supportive and accessible, enabling staff to seek guidance or raise concerns confidently. This fosters a culture of openness and trust, where staff feel valued and supported in their roles. The leadership approach is strong and effective, contributing to a well-organised service where people benefit from consistent and reliable care.

There is a stable and experienced workforce, with many care staff having worked at the service for a long time. This continuity supports the development of meaningful relationships and a strong understanding of people's needs. Care staff spoke positively about their roles and consistently reported high levels of job satisfaction, with comments reflecting that they enjoy working at the service and value the supportive team culture. Observations on the day highlighted a relaxed and positive atmosphere, with warm, respectful, and enjoyable interactions between staff, people, and colleagues. This contributes to a welcoming and supportive environment and demonstrates high staff morale.

A culture of learning and continuous improvement is evident within the service. Leaders promote reflective practice, including following incidents such as medication errors, to improve practice and outcomes for people. Care staff are supported to develop their roles through guidance and ongoing support from managers. This proactive approach ensures that learning is embedded in practice and contributes to maintaining safe and effective care.

Engagement with families is a strength of the service. Relatives provided positive feedback about communication and felt well informed and involved in their relatives' care. Systems are in place to gather feedback, including the use of a feedback box, supporting ongoing improvement and responsiveness to people's views. This ensures that people and their representatives have opportunities to influence the service and that their experiences are valued.

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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