



Inspection Report on

Park View

Wrexham

Date Inspection Completed

25/11/2024

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About Park View

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Wrexham County Borough Council Adults and Children's Services
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	16 February 2023
Does this service promote Welsh language and culture?	The service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language.

Summary

Park View is a service that provides short breaks. Most people who stay are repeat visitors as they enjoy being here and family are also happy with the service. They stay for a meal or a day before deciding if this is the right place for them. Personal plans provide detailed accounts of what matters to each person, their individual preferences, goals, and needs. People describe what they want to do and what they want to achieve, and daily diaries evidence how this is achieved. People do activities they enjoy and celebrate their accomplishments. Sufficient care staff are employed to support people to carry out their activities of choice and these staff are safely recruited, experienced and well trained. The provider has a good oversight of the service as the RI (responsible individual for the service) visits the service every three months to conduct checks and share information with the manager. They check the quality of the service and know what is working well and where improvements could be made. Following feedback from staff, people and families, the grounds have been improved to facilitate access for cars and provide more space for sitting out in the garden. The homely accommodation is equipped to enable people to do as much as they can for themselves.

Well-being

People have control over their day to day lives. Personal plans are carefully designed and include the views of the person, their family, and any professionals involved. Information is centred around the person and their wishes and preferences. Staff support people to carry out activities that help them achieve their desired outcomes. Different communication methods are used so people can express themselves and their choices. Support staff are kind; they engage with people respectfully, taking time to listen.

This is a service that provides short breaks. While people stay here, their personal plan ensures their wellbeing is maintained and care staff know how to provide support in the person's preferred way. Activities support outcomes such as getting fitter and more mobile through walking to local shops and choosing healthy ingredients to use for meals. People are happy to stay here, and they progress with their long-term goals.

People are protected from abuse and neglect as staff are trained in safeguarding; they know what to look for and how to report concerns. A manager or senior staff are always available and care staff feel comfortable talking to them at any time to discuss any issues. There are processes to follow that care staff are aware of.

People do things that matter to them; they are taken out to enjoy events and facilities in the local town and follow their own interests. They occupy themselves with things that stimulate them and give them pleasure. They are supported to do as much for themselves as they can so they can maintain skills and a level of independence.

The house is domestic in style and similar to others in the area. It provides homely accommodation to people on short breaks. Improvements have been made to the property such as carpets and fresh decorating and, currently, the driveway and gardens. People enjoy their stay here.

Care and Support

The service considers a range of views and information before confirming a person's needs can be met and they are able to support them to achieve their outcomes. People are invited for a trial stay, to have a meal, stay for the day or overnight so they and the service can be certain the home is right for them. Records show compatibility with other people staying at the same time is fully considered.

People are provided with good care and support through a service designed in consultation with the individual and their family. The personal plans consider people's personal wishes, aspirations and any risks and specialist needs. They show people's strengths as well as their needs and provide a clear picture of what the person wants to achieve on their stay. The manager keeps the personal plans under review to be certain a person's needs remain the same each time they stay. Records such as diary entries show every effort is made to ensure people enjoy their short stay at Park View while continuing to progress with their goals. We saw people's art pieces depicting firework scenes; one person petted a soft, life-like animal toy. People had toys, games and art materials available to them. One person's outcome was to take a train ride and staff assessed and mitigated risks and obstacles to ensure this was achieved. The person was delighted they had been able to achieve this.

On the day of our visit, two people went out to have meals in a local café and to visit the town. Records show people go out to buy ingredients and help prepare their meals and drinks if they are able. They are encouraged to be as independent as possible and help with some housework such as their laundry. The manager has issued satisfaction surveys to family who have given very positive responses about their view of the service.

People are supported to stay well while at Park View. The service gains information from other health and social services already involved in the person and people bring their own equipment in with them. Health and social care professionals contribute to the care planning and staff know who to contact if they need advice and guidance. The home has been audited for infection control and takes good hygiene practices seriously.

The service has people's medication safely and securely stored and administration is recorded. Procedures ensure the administrator checks the records and the details on packaging to ensure the correct dosage. We saw records were complete with no omissions.

Environment

Service providers ensure people's care and support is provided in a location and environment with facilities and equipment that helps them achieve their outcomes. There is an assisted bathroom with fully adjustable bath and a shower wet room, so people can be supported with their personal care in a way that suits them. There are ceiling track hoists for those who need assistance with their mobility, in particular with getting in and out of bed and moving around their room. Each bed is adjustable to maximise comfort and facilitate dignified and effective personal care. The home is very near the town and public transport is easily accessed. People can continue attending their day care centre and use local leisure facilities and other amenities. The provider has invested in some decoration and new flooring and is redesigning the gardens to provide more effective space for people staying there. Currently there are no Smart televisions in the home so people cannot watch what they would like to on demand, although there are DVD's available if they want to watch a film. The RI proposes to purchase such a television soon and improve the necessary Wi-Fi connections in the home.

We saw a range of safety checks are routinely carried out in the service to ensure it runs safely. Fire records are completed to record routine checks on emergency lighting, extinguishers, fire exits and alarms. There are regular fire drills and personal evacuation procedures to ensure everyone knows how to deal with such an emergency. Records are kept of water temperatures, temperatures of medication storage and those of the fridge and freezers. The condition of the electrical installation and gas safety has been checked. Health and safety checks have also been conducted on the lifting and mobility equipment used and the safety of electrical portable appliances. Each personal plan includes risk assessments in relation to the environment as well as health needs and we saw risk assessments in personnel files too. Care staff record any maintenance issues in a book, which is then dated and signed by the maintenance person once resolved.

Leadership and Management

There are good governance arrangements in place to help ensure the smooth operation of the service and to check the quality of the service provided. The RI visits the home at least every three months during which they carry out audits and gain feedback about the service from staff and people staying for their short stay. Satisfaction surveys are issued to families of people staying to gain their views of the service and we saw positive responses. Families are invited to contribute to the review of people's personal care plans so they can express their views. The provider of the service has made changes suggested by staff and to help people achieve their outcomes. A different room serves as the sleep in room for staff now as the office was too noisy; the gardens and driveway are currently being improved to allow easier access for cars and people with mobility equipment.

The RI ensures good oversight of the service throughout the year and completes a quality-of-care review report every six months to feedback their findings of audits and other checks and measures carried out. The RI meets with the manager at least every three months to conduct one to one supervision and share information about the service. The service has a range of policies that guide staff on best practice, and these are reviewed to ensure they are up to date; the statement of purpose was reviewed this year.

Staff are skilled to carry out their work as they have trained in a range of relevant subjects including Makaton and other communication tools. They receive training specific to individual needs, so they are equipped to provide the correct support. Records show staff are employed in sufficient numbers to help people achieve their outcomes such as going out with one-to-one support. Recruitment processes ensure each staff is thoroughly vetted prior to employment and they are suitable for the post. Staff told us they have one to one supervision meetings with the manager and feel able to share their experiences and discuss any concerns they have. Staff told us they feel valued and listened to.

People using the service have information about what is provided when staying in Park View. The statement of purpose provides comprehensive information about what they can expect. Some signs around the home are bilingual and information can be provided in Welsh on request.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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

	inspection	
34	Support staff are not trained to fully meet the communication needs of some people using the service. This includes in the use of Makaton and the Picture Exchange Communication System (PECS), the preferred communication methods of at least two people using the service. Staff cannot therefore be certain they have an accurate understanding of people's views and choices at the time of making them.	Achieved

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