



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Parc Newydd



Parc Newydd Home for the Elderly, Green Park, Talbot Green, Pontyclun,
CF72 8RB



01443 237848

The inspection visit took place on 17/10/2025

Service Information:

Operated by:	Rhondda Cynon Taff County Borough Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	36
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:

Parc Newydd is a service operated by the Local Authority for older people living with dementia and older people with residential care needs, located in Talbot Green.

People experience good well-being outcomes. People's health and well-being is supported by a team of care staff who treat them with kindness and dignity. Good safeguarding procedures help keep people safe within an environment that meets their needs. Care and support is good. Personal plans are person-centred, kept under review, and give instructions to staff on how people need to be supported. Good processes for medication management, infection control, and safeguarding are in place. The environment is good, providing a safe and well-maintained home for people to live in. Leadership and management is good. The service is well led by a very good management team, with appropriate governance and oversight procedures in place. Care staff have appropriate training, are recruited safely, are well-supported, and are happy in their roles.

Findings:



Well-being

Good

Parc Newydd supports people to maintain their well-being and live comfortable lives. People are treated with kindness and dignity. Feedback from people and families about the service and the lives they lead is very good. People can do the things they wish, with a variety of activities and opportunities arranged for them. We were told “*they have lots going on – they try and cater for everyone*”. The service supports people to make their own choices and decisions, for example getting up and going to bed when they want, doing the activities they want, and spending time where they want. Where people have difficulty communicating or making decisions, the service works closely with people’s families, representatives and professionals to ensure decisions are in the person’s best interests. The service has very good lines of communication with relatives, keeping them informed and involved.

People get the right care at the right time, helping them stay as healthy as possible. The service refers any relevant issues to external health professionals and follows guidance appropriately. People are supported to attend health-related appointments. Medication is administered correctly in line with the service’s policy. The service is kept clean throughout. Healthy meal options are provided, with staff understanding specific dietary requirements and how to meet these.

The service’s safeguarding procedures help promote people’s well-being. Recruitment procedures are followed correctly, with checks completed before care staff begin work. Risks to people and care staff are managed via risk assessments. Where people need a secure environment to help keep them safe, this is in place. Information about the service and how it operates is provided through a service user guide, with information available about how to raise a complaint if needed. Families say they feel confident the service is safe and can visit whenever they wish.

People live in an environment that supports their needs. Parc Newydd is set over one storey. Bedrooms are comfortable and personalised, with spacious communal areas and access to garden grounds. Equipment is in place to assist people with their mobility where required. The overall environment is clean, homely and well-maintained.



Care & Support

Good

People have a good standard of care and support at Parc Newydd. People are very comfortable and well-settled in their environment. We saw people can go where they wish when they want to, with care staff being kind, patient and respectful. Mealtimes are relaxed and people get the support they need. We saw people have drinks and snacks throughout the day. People and their families are positive about the service, telling us *“they are respectful”, “they’re marvellous, wonderful – you just buzz if you need something”, “they look after you very well - no problem with the girls”, and “they’re really well looked after - nothing’s too much trouble.”* Visiting professionals told us *“they’re always helpful and ready to engage - they raise issues quickly. The staff are friendly, engaging, and helpful,”* and *“it’s really good – nothing’s ever too much trouble. I see good interactions – staff are really good. People and relatives are always happy, staff are really helpful.”* The service assesses people’s needs before they move in to ensure it is suitable. Personal plans are person-centred and outcome-focused, telling staff how best to support the person. Risk assessments identify issues and how to manage them. Plans are kept under regular review, and care staff complete daily notes and monitoring charts to track progress.

Safeguarding procedures are in place to help protect people from harm. Care staff understand their safeguarding responsibilities, knowing how to identify and report any concerns. They trust management will respond appropriately to issues and will put people’s safety first. A good system is used to keep records of incidents and accidents, with individualised risk assessments in place to guide care staff to support people to stay safe. People and their families tell us they feel the service is safe. Where people lack mental capacity to make decisions about their care and accommodation, the service ensures Deprivation of Liberty Safeguard (DoLS) applications are made.

Systems are in place to manage medication. Medicines are stored securely and administered according to prescriber instructions. Records are kept up to date, and monthly checks ensure supplies are accurate. Care staff receive training in safe medication handling and administration.

Good measures are in place around infection prevention and control. Care staff have access to protective equipment, use it as necessary, and have a good understanding of infection prevention more generally. Domestic staff carry out thorough cleaning routines, and laundry is well-managed. Clinical waste is disposed of correctly. The kitchen achieved a Food Hygiene Rating of 4, which means standards of food hygiene are ‘good’.



Environment

Good

Parc Newydd's environment supports people to meet their needs and achieve their outcomes. The service is a single-story building located next to a supermarket near Pontyclun. It is homely, welcoming and well-presented. The service consists of two communities, one in a secure setting supporting people who live with dementia, and the other for people needing general residential care and support. Visitors are required to sign in on entry and upon leaving. Communal spaces are welcoming, spacious, and include large lounges and smaller seating areas. Both communities have access to pleasant dining areas. There are dedicated rooms for activities such as hairdressing, medication management, quiet areas, a staff area, games, and for private conversations. Bedrooms are comfortable and personalised to reflect people's preferences. Toilets and bathroom facilities are available in sufficient numbers throughout the service, with some bedrooms having dedicated en-suite facilities. The service is consistently clean, tidy, and free from malodours. Kitchen facilities are appropriate. A central courtyard provides a wheelchair-accessible garden with seating, with large green areas surrounding the outside of the home.

The service takes measures to maintain facilities and equipment to support a safe environment. Window restrictors are fitted in all bedrooms and bathrooms. Fire exits are kept clear, and the building is free from obvious trip hazards. Equipment is stored properly. Hazardous substances are securely locked away. Maintenance and repairs are overseen by the Local Authority's Corporate Estates team. Records confirm regular testing and servicing of gas, electricity, and water facilities. Equipment checks are up to date, and fire safety drills are carried out. Personal emergency evacuation plans are in place so care staff know the level of support each person needs in an emergency.



Leadership & Management

Good

Sufficient governance and oversight practices are in place to support the running of the service. The management team are well-established and provide very good leadership, with care staff reporting “*managers show a positive attitude for the residents*”. Auditing and quality assurance systems are used to monitor specific areas of care and support, such as care planning and medication stock. This helps evaluate how well the service is being delivered and identify areas to improve. Policies and procedures detail care staff roles and expectations. Care staff demonstrate a good understanding of their roles. Quarterly visits are undertaken to consult with both people and care staff. Quality of care reviews are completed every six months, identifying actions to support the service. A whistleblowing policy is in place and care staff told us they feel able to raise concerns if needed. The service is transparent and open, making the required notifications to Care Inspectorate Wales and other organisations as required, such as the Local Authority Safeguarding Team. We saw any issues are dealt with in a timely manner, with care staff telling us “*the managers will get straight on any issues*”.

Care staff have the required qualifications and training to meet a variety of needs. Training records show ongoing training for care staff in essential areas of care, with additional training for more specialist needs when needed. This is an improvement acted upon since the last inspection, with the quality of record keeping being to a very good standard. Staff told us they feel well-trained and equipped to support people who live at the service. Recruitment processes meet regulatory requirements, with staff files containing required documentation such as employer references, Disclosure and Barring Service (DBS) clearance, and identification documents. All care staff are registered with Social Care Wales. Newly appointed care staff undertake a structured induction and probation period to ensure suitability for the role. Care staff receive regular supervision and yearly appraisals to support their development and performance. The staff team is stable and well-established, with any gaps in the rota filled by a pool of Local Authority casual staff. Staffing levels are worked out based on people’s level of need and numbers of people living at the service, with dedicated staffing in place in each living environment. The rota showed target staffing levels are being met and reflected the staffing seen. Care staff told us they enjoy working at the service, with comments including “*I enjoy it - it’s rewarding*”, “*morale is quite high – we work well together*”, and “*it’s a very happy, nice place to work*”.

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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