

Parade House Residential Home



Parade House Residential Home, The Parade, Monmouth, NP25 3PA



01600 712821



www.parade-house.co.uk

The inspection visits for this service took place between 13/03/2026 and 16/03/2026

Service Information:

Operated by:	Parade House Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	20
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Requires Improvement



Environment

Requires Improvement



Leadership & Management

Requires Improvement

Summary:

Parade house is a landmark building, located a short level walk away from the centre of Monmouth, providing care and support to older people.

People experience good well-being outcomes because they are well known, understood and provided with care and support by an established staff team. The support people receive helps them to live well and maintain and improve upon their physical and mental health.

The care and support people receive requires improvement because care plans do not always have the information required to provide effective care and support. Plans for people's care and support are co-produced and reviewed between them, their representatives, relevant professionals and the service provider. Care workers know people well and have positive relationships with them. People receive support to maintain and improve their wellbeing with involvement from professionals.

The environment is rated as requires improvement because processes are not in place to regularly and systematically assess health and safety risks. Whilst some areas of the home offer a warm, comfortable and homely environment, the ongoing refurbishment work continues to impact on the wellbeing of residents.

Leadership and management require improvement because oversight of the service is not sufficiently robust to ensure effective risk management of the service. Care workers receive effective induction and ongoing training to support their professional development

Findings:



Well-being

Good

People experience positive well-being at the service because care workers treat them with dignity and respect, and support them to identify what matters to them. We saw staff encouraging people to recognise their strengths and make choices that support their personal well-being outcomes. Care workers listen carefully and provide clear information. This helps people make informed decisions about their daily lives. We saw people taking an active role in planning their activities, meals and routines. This approach supports people to feel confident and in control.

The service promotes people's rights to make their own choices, including taking informed personal risks. Care workers encourage people to weigh up benefits and potential drawbacks when making decisions, which helps build confidence and strengthens connections with their community. Risks associated with the delivery of people's care and support are identified and managed appropriately.

People have opportunities to take part in activities they enjoy. We observed people choosing meals, joining individual and group activities, and accessing community facilities. These experiences support people's physical, mental and emotional well-being.

Care workers recognise and value people's interests, past experiences, spiritual beliefs and important relationships. We saw these elements reflected in care workers interactions with people using the service. A person using the service told us, "*The staff are very lovely.*"

The provider does not promote the use of the Welsh language or Welsh culture. There is no one currently using the service who speaks Welsh.

People told us they feel safe at the service. Safeguarding procedures promote people's rights and protect them from abuse and neglect. Mechanisms are in place to ensure people's views are heard, and people spoke positively about being listened to. We were told by a person using the service, "*They will put your mind at rest.*"

People live in accommodation that meets their needs and are provided with a secure environment. However, ongoing refurbishment work has a negative impact on well-being. We were told by a person using the service, "*It's a bit depressing for us.*"



Care & Support

Requires Improvement

People receive good quality care because the provider assesses their needs and personal outcomes thoroughly before agreeing to offer a service. Detailed information is gathered from professionals and others already involved in people's care and support. Where possible, service leaders speak directly with people to understand their needs, wishes and preferences. The information gathered informs the decision about whether they can provide a service to people. Due to ongoing refurbishment work, the service is not currently accepting new admissions.

People's care and support plans are co-produced with them, their representatives, relevant professionals and the service. Plans are strengths-based and set out how care workers should support people to achieve their well-being outcomes. People's interests, culture and important relationships are reflected in their plans, and we saw consistent information about people's preferences, routines and beliefs. Outcomes for people require improvement because plans do not always contain information about people's life history, and they do not consistently describe how care workers should support people to achieve their outcomes. We expect the provider to make improvements.

People are encouraged to take part in regular reviews of their plans. Reviews also include relevant representatives and plans are updated when needs or preferences change.

People experience care and support that is dignified and respectful. We observed relaxed, comfortable interactions between people and care workers. Care workers know people well and understand what matters to them.

People are referred to health professionals at the right time. Care workers follow recommendations from health and social care professionals and people are supported to attend health checks and take part in health-promoting activities. People have access to a nutritious and balanced diet. The provider routinely meets specialist dietary needs.

Safeguarding arrangements protect people from harm and abuse, and people's rights and liberty are upheld in line with legislation. People receive their medication as prescribed and in accordance with national guidance and the provider's medication policy.

People are protected as much as possible from the risk of infection because the premises and equipment are clean and hygienic and food hygiene practices are good. The service holds a food hygiene rating of 5, indicating hygiene standards are very good.



Environment

Requires Improvement

Parade house is a landmark building built in the Georgian era. Refurbishment work has been ongoing for several years causing significant disruption to people using the service.

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. The rear enclosed garden offers a safe, attractive and accessible area for people to enjoy some fresh air.

Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities and recreation. However communal areas and corridors in the home continue to also be used for storage, whilst refurbishment works are undertaken.

Some areas of the home offer a warm, comfortable, welcoming environment and where works have been completed, this is of a high standard. People's bedrooms currently are comfortable and highly personalised. The service ensures people have suitable furnishings and equipment to meet their needs and preferences. Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility.

The provider has effective systems are in place to maintain and manage the accommodation and make required adjustments to meet people's needs. However, outcomes for people require improvement because the service provider does not have systems in place to actively predict and manage risks to people. We expect the provider to make improvements.

Outcomes for people using the service require improvement because the ongoing refurbishment work and the way it is managed, impacts on the wellbeing of people using the service. We have asked the service provider to consider ways in which people using the service can be more fully informed of the progress of works and how the progress of works can be expedited. We expect the provider to make improvements.



Leadership & Management

Requires Improvement

Leadership and governance arrangements promote a positive and compassionate culture within the service. The Responsible Individual (RI) maintains oversight of the service and visits the service on a regular basis. The RI encourages feedback from people and staff and completes quality assurance reviews. Feedback from people and staff is used to support the evaluation of the quality of care to drive service improvements. Records relating to service visits and quality audits detail engagement with stakeholders and the collation of service performance information.

Currently there is no manager in post in the service. Arrangements have been made for an acting manager to maintain oversight of the service. The acting manager does not hold the required qualifications to register as a manager with Social Care Wales. We understand the provider is actively recruiting and is intending to fill the manager position at the earliest possibility.

Most policies and procedures are appropriate, reviewed regularly and reflect current legislation and national guidance. Outcomes for people require improvement because the service does not currently have a policy relating to making complaints. We expect the provider to make improvements.

People achieve good outcomes because the service ensures staffing levels, skills and experience are sufficient to meet people's needs. Staffing levels and the skill mix are reviewed routinely to reflect changing needs. Recruitment processes are robust and checks ensure staff are suitable and appropriately registered. Service leaders monitor staff qualifications and training and address any gaps promptly.

The provider supports staff development. Staff receive an induction and ongoing training relevant to people's needs. Training compliance is good overall, with most staff having completed all the mandatory training required for their role.

Staff supervision requires improvement. While staff do receive one-to-one supervision, we found staff do not receive supervision quarterly. This does not meet the frequency required by regulations and has the potential to negatively impact staff support, development and oversight. The provider has offered assurance that, since the inspection, a system has been implemented to ensure the regular supervision of staff.

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 sure that care workers understand the support required to help them achieve their personal outcomes because care plans do not always contain sufficient/consistent information.	16/03/26
People cannot be assured risks to their health and safety are regularly assessed and reduced as far as reasonable practicable.	16/03/26
People cannot be assured the impact of the ongoing refurbishment work will always be minimised.	16/03/26
People cannot be assured there is effective day to day leadership of the service, in the absence of a manager registered with Social Care Wales. People cannot be assured of the arrangements for managing a complaint submitted to the service. People of what processes will be undertaken following the submission of a complaint.	16/03/26

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

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