



Parade House Residential Home



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



01600712821



www.parade-house.co.uk

Date(s) of inspection visit(s):

14/05/2025, 20/05/2025

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 service 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

Requires Significant
Improvement



Leadership & Management

Good

Summary:

Parade House is situated in the centre of the town of Monmouth. The original building dates from 1740 and has since been extended and maintained. It is currently undergoing significant refurbishment. According to its Statement of Purpose (SoP), it provides residential care and support for older persons.

People using the service are happy with the support they receive and, overall, experience good well-being outcomes. A team with a mix of skills, knowledge, and experience delivers good care and support. However, people express significant concerns about the environment and the ongoing refurbishment work. While people are satisfied with their bedrooms and the newly refurbished areas, the environment still requires substantial improvement.

Overall, the leadership and management of the service is good. Since their appointment, the manager has continued to strengthen the systems and processes in use. They are attentive to the needs of people who use the service and provide support to all staff. The service provider maintains overall oversight of the service, with the responsible individual (RI) visiting regularly and another director overseeing the refurbishment work.

Findings:



Well-being

Good

People live healthily and safely, with control over their lives. The service provider gives information about the service to individuals and their representatives who may be considering it. If they are interested, the provider assesses people's care and support needs and expectations to determine whether these can be met. We noted that the capacity of the home is currently reduced due to the refurbishment work. People living at the service have choices about the care and support they receive; these are recorded in their personal care documentation. On a day-to-day basis, we observed people exercising choices in relation to food and drinks, what to do, when, and with whom. We saw that the manager facilitates regular 'resident meetings', during which they pass on information to people, answer questions, seek feedback about all aspects of the service, and involve them in planning forthcoming activities. The RI regularly visits the service and spends time with people.

People are supported to stay physically and emotionally as healthy as possible. They are supported to live well and achieve self-directed outcomes. They maintain their physical, mental, and emotional health because of the support they receive from staff they know well. People value the companionship of others within the home, and this is beneficial to them. We saw that the support people receive includes help with taking medication, accessing services from external health professionals, and being offered a nutritious and balanced diet. In addition, people enjoy a range of meaningful activities and experiences within the home and in the community. For some, this means engaging with activities offered by the home; for others, it means continuing to pursue the activities and visit the places they enjoyed before moving into the home. Discussions with people show they are happy with the support they receive from staff, the meals served, the connections with each other, and the activities they pursue. People also spoke about the environment; our discussions included the convenient location of the home in the town, the features of an old building which they like, and, in the case of two people, the refurbishment work which is hampering their enjoyment of the communal areas in the home.

People are safe and protected from abuse and neglect. Staff are trained in safeguarding and follow clear policies and procedures. Risk management plans are regularly updated to promote both safety and independence. Medication is stored and administered safely through robust systems. Recruitment checks are thorough, giving people confidence that staff are appropriately vetted. As we found at our last inspection, potential risks within the environment continue to require further monitoring. These are considered but not always documented.



Care & Support

Good

People receive good care and support to enable them to achieve their personal outcomes. We observed people receive the support they require when they need it. We observed staff supporting people and noted a natural rapport between them. Care staff are encouraging and reassuring, and demonstrate a clear understanding of people's needs. People appear content, relaxed and in control of their day. The only concerns people shared with us relate to the environment, they were highly complimentary of the direct care and support they receive. We saw, they also access services from external professionals on a regular basis. Records show this includes GP and district nurses. There is documentation in place for each person. It reflects information gathered from them and significant others including health professionals. There are good records of people's life histories, their likes & dislikes and aspirations. There are detailed personal plans in place for all the areas in which people need care and support. We noted these are reviewed on a regular basis and how people feel about the service they receive is recorded.

Measures are in place to protect people from harm and abuse. Discussions with staff show they know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Care staff are trained in safeguarding and have policies and procedures to guide them. There are some individual risk management plans in place, and these are kept up-to-date to keep people as safe and as independent as possible. Medication is managed safely, with robust audits ensuring consistency and high standards.

Infection risks are considered and minimised through good cleaning and hygiene practices. We observed domestic staff diligently carrying out their duties whilst taking into consideration the refurbishment work. We noted personal protective equipment is available throughout the home. The kitchen premises and equipment are kept clean, and the home has been awarded a rating of 5 (Very Good) by the Food Standards Agency for its food hygiene practices.



Environment

Requires Significant Improvement

People live in a home environment with facilities and equipment that do not always support their well-being and lifestyle choices. The home was built in the Georgian era and has been extended, restored, and maintained over the years. It is currently undergoing significant refurbishment. We noted and were told that the entrance is no longer welcoming due to the work that has started. Inside the home, some areas are homely and attractive. We observed that the bedrooms currently occupied are comfortable and highly personalised. The refurbishment work completed so far is of a high standard and includes the dining room, some bedrooms, the hairdresser's salon, and the back garden. People told us and we saw that they regularly speak about the refurbishment work and ask for updates. People expressed strong feelings about the work, the length of time it has been ongoing, and the impact it has on them. One of their concerns related to the main lounge area of the home. We saw a temporary partition between the two sides of the lounge, with one side being used as a storage room. The other concern related to the home's tumble dryer not being in use due to a power supply issue. Following our inspection visits and the writing of this report, the service provider advised CIW that the partition had been removed and a new tumble dryer requiring less power input had been purchased. We noted that work is ongoing in each part of the main building and is visible to all.

The service has systems in place to identify and manage the health and safety risks present in a care home. These include visitor sign-in procedures, regular safety checks, and equipment servicing. The manager oversees the day-to-day checks, and external contractors carry out specialist checks and risk assessments, including those related to fire safety. However, the health and safety risks linked to the refurbishment work have not been fully considered or recorded. We saw clutter, rooms left unlocked and used for storing furniture, tools, and hazardous substances, and a stair lift not in operation. We were also told that a downstairs bathroom cannot be used when it rains. The ongoing refurbishment work and the way it is managed means outcomes for people are poor, and we have therefore issued a Priority Action Notice. The provider must take immediate action to address these issues.



Leadership & Management

Good

People are supported to achieve their outcomes (those not linked to the environment) because the service provider has organisational arrangements, governance and oversight to ensure people are receiving the care and support they need. The service provider has arrangements to ensure the service continues to run whilst the refurbishment work is underway. We saw these include a manager registered with Social Care Wales (SCW) who oversees the day-to-day running of the service. They have introduced and continue to strengthen systems and processes to ensure people are listened to and receive the care and support they want. The RI is a regular visitor and people's feedback indicate they know them well and appreciate their visits. The required quality of care reports are completed. Beside the RI, the service provider has another director who spends time at the service and oversees the refurbishment work. In addition, the home is running at a reduced capacity whilst the work is underway. Whilst there are good arrangements in place to ensure people continue to receive the care and support they need, we found the ongoing and lengthy refurbishment work has an impact on people. We therefore expect the provider to deal with the issues associated with the environment.

People are supported by staff who have the necessary expertise, skills, and qualifications to meet their care and support needs. There are good arrangements in place to recruit, train and support staff. Recruitment records show the necessary checks are carried out before a person can start working at the home. Supervision and training records evidence processes are in place for supporting and developing staff. Staff told us they feel supported by colleagues, by the manager and they complete regular training. They also spoke about the ongoing refurbishment work, this impact this has on people who live at the service and on the staff team. We noted care workers and a director who on occasion undertakes care and support duties, are registered with SCW, the workforce regulator. The manager actively monitors staff's inductions, supervisions and training to maintain high standards across the 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

CIW has no areas for improvement identified following this inspection.

Summary of areas for Priority Action	Date identified
The state of the environment and ongoing work means people do not live in an environment with appropriate and well-maintained facilities and equipment to enable them to achieve all of their well-being outcomes. The lack of progress and current presentation of the service is of the utmost importance to some residents.	14/05/25

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