



Inspection Report on

Parklands

Newport

Date Inspection Completed

19/12/2024

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About Parklands

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Consensus Support Services Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	03 May 2023
Does this service promote Welsh language and culture?	This 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 and culture.

Summary

People living at Parklands are cared for by a committed staff team, with kindness, dignity and respect. People and their family members are very complimentary about the service. Care staff know people well and support them to lead happy and meaningful lives. The environment is homely, clean, warm and welcoming. People choose the décor for their own rooms and are involved in choices of the communal décor. The home is well maintained, and all safety checks are carried out as required.

Personal plans are clearly written to inform care staff how best to support each person. These plans begin with a detailed social history of the person, their likes and dislikes. The plans are kept under regular review to ensure any changes are documented. Care staff are safely recruited, staff personnel records contain all required information. Care staff are well trained and receive regular supervision.

The home benefits from effective leadership and management. The manager oversees the day to day running of the service. The responsible individual (RI) has good oversight of the management of the service, and complete detailed reports on the Quality of Care. Care staff describe the management team as supportive and approachable.

Well-being

People have control over their day-to-day lives as much as possible. People and their relatives told us how they are supported to be independent as they can be, to make their own choices and spend their time doing the things they want to do. Care staff work with people to ensure they spend their time doing the things they enjoy, which include visits to day centres and trips out. Visitors are made to feel welcome and positive relationships with loved ones are encouraged and supported. Family members told us *“We are very pleased; the manager is very good and always keeps in touch with us, so we know what is going on. X is happy here, gets on well with all the staff and enjoys doing a lot of activities.”*

The home is well equipped to support people to achieve their wellbeing. People receive the support they need to maintain their health and well-being. The service completes a range of risk assessments and personal plans, which identify each person's care and support needs and how these can be best met.

People are protected from the risk of harm and abuse. Care workers spoke about the people living in the home and have a good understanding of the person, their needs and how these should be met. Care workers interact and support people in a caring and thoughtful manner. Care workers complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has a safeguarding policy, which reflects the current guidance and is kept under regular review.

Care and Support

People receive personalised care and support as and when required. We observed care workers to be attentive, kind, and supportive to people. People are communicated to in the best way for them individually and staff receive specialist training in this regard. People are relaxed and comfortable around care staff.

The care needs and preferences of each person are clearly documented, and care staff access this information to inform their daily routines. The level of detail in the plans is good, there is a positive focus on what people can do for themselves, as well as how to support them. The plans include information on people's background and social histories. This allows care staff to get to know each person for who they are and encourages care and support to be individualised.

Plans are regularly reviewed to ensure they are up to date and reflect people's current needs and aspirations. Care notes have recently changed over to an electronic system. Notes are recorded throughout the day which provide evidence that people are being supported as planned. However, notes do not always include descriptions of people's mood and wellbeing. The manager assured us they would address this. Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner (GP). All appointment records and outcomes for review are kept within the daily notes. People are encouraged to maintain a healthy weight as part of a healthy lifestyle.

Systems are in place for the safe management of medication within the service. Care staff support people with their medication, which helps to maintain their health. Medication is stored safely, and records are completed accurately. Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance.

Environment

The home is maintained to a good standard and kept clean and tidy. The environment is light and homely throughout, many areas have recently been redecorated. People's bedrooms are personalised to their own tastes; each room has its own ensuite toilet and shower facilities. The home is well equipped, the communal areas are well laid out and all furniture is in good condition. The fitted kitchen is in good condition, all food items opened in the fridge had date labels. The utility room has laundry facilities. Cleaning products are stored correctly and the cupboard where these are stored is kept locked when not in use.

The outdoor space has a level patio area, suitable for people with mobility difficulties. There is a large pergola and sturdy garden furniture. Raised flower beds are designed with wheelchair access to allow all people to tend to them.

People benefit from a safe environment; the front door is kept locked, and our ID was checked on entry. We viewed the maintenance file and saw all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms are completed, and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support them to leave the premises safely in the case of an emergency. The home has a rating of four from the food standards agency which means that food hygiene standards are good.

Leadership and Management

The manager oversees the day-to-day running of the home, supported by the RI. The management team all know the people living at the home well and are supportive of care staff. There are thorough governance arrangements in place. The RI visits the home frequently and completes quality reports that clearly evidence where the service is doing well and which areas they are working to improve. People living at the home, their representatives, and care staff are involved in decisions affecting the running of the home.

The statement of purpose for the service accurately describes how the service is delivered. The provider keeps the statement of purpose under review and submits any changes to the regulator in a timely manner.

Sufficient staffing levels are in place to meet the care needs of people living at the service. We viewed four weeks of staff rota's which reflects sufficient staff numbers are consistently deployed. Care staff told us they have enough time to support people appropriately. Staff respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed. People are supported by staff who are knowledgeable, competent and fit to care for people living in the service. Staff told us they enjoy their jobs, feel valued and well supported by the management team.

Care staff are safely recruited; personnel files contain all required information and are well organised. Care staff complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm. Effective communication is evident within the team. Care workers receive regular supervision with their line manager. One to one, formal, supervisions provide the opportunity for staff to discuss any concerns, or training needs they may have and allow their line manager to provide feedback on their work performance.

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	
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