Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Parklands

Parklands Care Home, Newport Road, Bedwas, Caerphilly, CF83 8AA

02920880525

https://www.hc-one.co.uk

The inspection visit took place on 15/04/2026

Service Information:

Operated by:	HC-One Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	38
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Parklands is situated in the village of Bedwas, near Caerphilly. It is a purpose-built care home offering both general residential and nursing care. The service aims to provide a family atmosphere, encouraging people, staff, and relatives to plan and celebrate special occasions together.

The wellbeing of people living at Parklands is good. People reported feeling safe, settled, and respected. Relationships, including those with family members and partners, are supported, and people are encouraged to remain active and take part in meaningful activities.

The care and support people receive is good. People are supported through person-centred care that reflects their individual needs, preferences, and desired outcomes. Care plans and risk assessments are reviewed regularly, with involvement from people and their families.

The environment is also good. The home is clean, well maintained, and welcoming. Indoor and outdoor spaces promote comfort, privacy, and social interaction. The home has a range of facilities

including accessible communal areas and a well-kept garden.

Leadership and management at Parklands is good. The service is well led, with a visible and approachable manager. Staff expressed they feel supported and confident to raise concerns if needed. Professional development at Parklands in evident amongst staff.

Findings:

Well-being — Good

The wellbeing of people living at Parklands Care Home is good. People spoken with described feeling safe, secure, and at home. People have access to several communal areas where they can spend time with others and their loved ones. Relationships are respected and supported, including enabling a married couple to continue living together despite having differing care needs.

People are supported to maintain meaningful activities, community connections, and personal interests, such as walking in the community, gardening, and creative activities. A wellbeing coordinator supports people to remain active and continue with hobbies. A self-employed hairdresser visits the home twice a week, enabling people to maintain regular haircuts and styles, including colouring and perms.

Relatives spoke positively about staff knowing people well and responding appropriately to changing needs. One relative commented, “They know my mum very well. We are here all the time, so we know exactly what they do, and they are really good.” Feedback from relatives indicated that people are treated with kindness and respect, and that staff make efforts to promote independence within individuals’ abilities.

Examples of staff going above and beyond were shared, including a member of staff using their own time to support a person to access the community on a weekly basis. This was reported to have had a significant positive impact on the person’s wellbeing. One person said, “I absolutely love going to bingo, and without her I wouldn’t be able to go.”

Observations during the inspection showed people appearing relaxed, appropriately dressed, and comfortable. Interactions between staff and people using the service were caring and respectful. People are supported to take appropriate risks where possible, and risk assessments are in place to support this. People are treated with dignity and respect and are encouraged to identify their wellbeing outcomes and build on their strengths.

People are offered choice in their daily lives and have opportunities to reach their potential and engage in meaningful activities, such as choosing meals, taking part in hobbies, engaging in community activities where appropriate. Communication needs are suitably met to ensure people and staff can understand each other. This includes meeting people’s language preferences. Parklands provides reading materials in Welsh, English, and Arabic. Planned activities and spontaneous interactions with staff and others help people maintain a positive sense of wellbeing.

Care & Support — Good

The care and support people receive at Parklands Care Home is good. Case tracking demonstrated that personal plans generally reflect people's individual needs, life histories, risks, and desired outcomes. Records showed evidence of regular reviews of care plans, risk assessments, and monitoring documentation, which supports continuity of care and responsiveness to people's changing needs. People and their families are involved in reviewing personal plans where appropriate and understand the importance of this in ensuring care remains relevant and person centred.

Where people had complex or changing needs, there was clear evidence of multi-disciplinary involvement, including timely referrals to health professionals such as GPs, district nurses, and specialist services. This ensured people received the right care at the right time and helped to prevent unnecessary deterioration. Care is delivered in a way that promotes routine and structure, supporting emotional wellbeing while respecting individual preferences and choices.

Medication management at the service was found to be safe and effective. Medication records reviewed were accurate, complete, and up to date. Medicines were stored securely, administered as prescribed, and subject to regular audit. Controlled drugs were managed appropriately, with clear and accurate records maintained. Room and fridge temperatures were monitored and recorded consistently to ensure medicines were stored within safe temperature ranges. People receive their medication in a person-centred way, taking into account their preferences, independence, and level of support required.

The provider ensures people have access to a nutritious and balanced diet. Menus offer choice, and people are supported to make decisions about what they eat. Specialist dietary requirements, including those related to medical need, culture, ethics, and religion, are routinely catered for.

People feel secure and protected, and there is evidence that staff understand and act in accordance with safeguarding responsibilities. Staff spoken with demonstrated awareness of safeguarding procedures and were clear about how to raise concerns appropriately. People are supported by skilled and competent staff to achieve their personal outcomes using the least restrictive approaches possible, promoting dignity, independence, and wellbeing.

Environment — Good

The environment people live in at Parklands Care Home is good and supports people's safety, comfort, and wellbeing. The premises are well maintained to a good standard, and there is a dedicated member of staff responsible for maintenance and repairs who takes clear pride in the appearance and upkeep of the home. This contributes positively to the overall atmosphere and helps ensure the environment remains safe, comfortable, and welcoming.

Communal spaces meet the diverse needs of people living at the service, promoting independence, choice, and social interaction. There are several communal areas available, enabling people to spend time with others, take part in activities, or enjoy quiet time as they wish. These spaces also provide opportunities for private meetings with family members and loved ones, and are arranged to be accessible, comfortable, and welcoming for people with varying levels of mobility and individual need.

The home was observed to be clean, tidy, and well organised throughout the inspection. Bedrooms were suitably furnished and personalised with people's own belongings, helping to create a sense of familiarity and comfort. This personalisation supports people's identity and emotional wellbeing. There are multiple communal areas that cater for both small group and larger group activities, allowing people to choose how and where they spend their time.

The dining area is arranged to support social interaction, allowing people to sit together and engage in conversation during mealtimes. Staff are encouraged to sit and eat with people, which helps promote a relaxed and inclusive atmosphere. In addition, there is a small coffee-shop-style room that provides a more informal and private space. This is used by people who may not feel comfortable leaving the home but wish to socialise with family and friends in a quieter setting.

Outdoor spaces are safe, attractive, and accessible, supporting people with physical, sensory, and cognitive impairments. The home benefits from a well-kept garden with seating areas and a potting bench, offering opportunities for relaxation and meaningful activity. These outdoor areas support people's wellbeing and enable them to enjoy fresh air and nature safely.

Safety checks, servicing records, and certificates were available and up to date, including those relating to fire safety, equipment servicing, and environmental safety. Infection prevention and control measures were in place and effectively implemented.

Leadership & Management — Good

Leadership and management at Parklands Care Home is good. The registered manager was visible throughout the inspection, approachable, and knowledgeable about the people living at the service. People, relatives, and staff knew the manager well and spoke positively about her leadership style. One family member commented, “If we ever have a problem, we know we can go straight to the manager – not a problem.” This reflects an open and accessible management approach that supports trust and confidence in the service.

Staff across a range of roles described feeling supported and valued in their work. They reported being able to raise concerns and discuss issues openly, without fear of negative consequences. Staff confirmed they receive regular supervision, appropriate training, and opportunities for learning and development. Professional development was evident, with some staff having progressed into more senior roles during their time at Parklands, demonstrating a commitment to developing skills and retaining experienced staff.

The service provider’s governance and oversight arrangements promote a positive and compassionate culture. There is a clear focus on supporting people’s wellbeing while also ensuring staff feel supported in their roles. Staff spoken with demonstrated a good understanding of their responsibilities and the values of the service.

People and relatives reported feeling confident that any concerns or complaints would be taken seriously, investigated thoroughly, and responded to promptly. They described feeling comfortable raising issues and were reassured that they would not experience any negative repercussions for doing so. This contributes to people feeling safe and listened to.

Effective quality monitoring systems are in place to support continuous improvement. These include regular audits of care and support, monitoring incidents and accidents. Senior leaders regularly visit the service and collect feedback from people using the service, relatives, staff, and visiting professionals. Information gathered through these systems is reviewed and used to identify areas for improvement and maintain standards of care.

Governance arrangements include oversight by the Responsible Individual, ensuring accountability at provider level. Recruitment records sampled during the inspection were complete and demonstrated safe recruitment practices, including appropriate checks. Staff demonstrated a clear understanding of safeguarding procedures and were able to explain who to report concerns to and how these would be managed.

Leadership arrangements at Parklands support consistency, accountability, and a shared commitment to delivering safe, high-quality, and person-centred care.

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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