



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Parkside Residential Home



Hengoed



01443819085



<https://www.partnershipofcare.co.uk/>

The inspection visit took place on 23/09/2025

Service Information:

Operated by:	Partnership of Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Park side is a small residential service in the Maesycwmmer area of Caerphilly in Gwent. It specialises in supporting people with complex needs. The service is set out as four individual flats, each with a private entrance and separate garden space. The service offers bespoke support and tailored care.

We rated the well-being of people at the service as excellent. This is because people are at the heart of the service. They are supported to identify and complete goals and things important to them. We rated care and support as excellent. People receive high quality and personalised care in a way meaningful to them. Environment is rated as excellent because the unique adaptations made within the service benefit the individuals bespoke needs. Leadership and management is also rated as excellent, as training levels are high, and care workers feel supported. There is excellent governance and oversight arrangements in place within this service.

Findings:



Well-being

Excellent

People have control over their daily lives. All people at the service have an active presence in the local community. People are supported to identify goals and things they would like to work towards. People are supported to work towards these goals, and examples of things achieved include celebrating with a birthday party in a local community hall, and one person going on their first ever holiday. Progress towards people's identified goals is noted. Larger goals are broken down into smaller steps and milestones are celebrated along the way. People are empowered to make choices about their daily lives, including what to do and where to go, with these choices being respected by care workers. People are supported to communicate in their own way. Assistive communication systems are in place and used effectively to support people to understand and to communicate their needs and views. These communication systems are bespoke to those who use them, and are in place around the service and can be taken out into the community too.

People's physical health is supported and promoted. The service works closely with external agencies to ensure people's health is always maintained. The service operates with transparency and refers to wider multi-disciplinary teams to ensure relevant people are updated of any issues related to people at the service. People's families, where appropriate, are engaged and involved in people's care. This includes from reviewing personal plans to regular contacts with managers to ensure people receive the right care and their well-being is being cared for.

People are kept safe from harm and abuse. There are robust policies around safeguarding within the service. This policy is also available in an easy read format making it accessible to people at the service. This empowers people to know and understand their rights and how care workers keep them safe, but importantly what to do if they ever do not feel safe. Care workers are aware of their responsibilities and complete relevant disclosures as necessary.

The accommodation meets the needs of people at the service. Each flat is uniquely designed and adapted to the person living there. People's individual preferences are integral to the design of each flat.



People at the service receive an excellent standard of care and support. Personal plans are very detailed and personalised. They are strengths focussed and capture people's individuality and personality. They capture people's abilities and preferences before recording how care workers can support people in the areas they require help and support. Personal plans include people's history and important life events, these convey a sense of who people are and important things for care workers to know about when supporting them. Consideration is given to situations people may find difficult. These scenarios are recorded in people's plans and suggestions of things to assist the person in these difficult situations are recorded to assist care workers. All personal plans are reviewed regularly and after any changes to people's needs or risks. There are thorough and detailed risk assessments in place for all people at the service. These consider all the things that can lower risks to allow people to participate in activities and things they enjoy whilst keeping them safe. Risk assessments are reviewed and updated when needed. Care workers complete detailed notes when supporting people. These recordings include people's mood and activities as well as providing an over view of the days activities. Whilst people at this service have complex needs, the service provider has embraced supporting people to live active and fulfilled lives.

There are appropriate policies and procedures in place to ensure the safe administration of medication. Policies reflect current legislation and best practice. Care workers understand these procedures and implement them appropriately. The service provider is transparent in the disclosure of any medication errors and takes appropriate corrective actions when needed.

During the inspection we observed warm and friendly interactions between people and care workers. Care workers clearly know people well, and adapt their approach to meet the needs of the individuals they are supporting. We observed people looking to care workers for reassurance which was provided with care and compassion. It is clear people are the focus of all care workers at the service.

There are appropriate infection prevention control measures in place. Personal protective equipment is available within the service and used when required.



Environment

Excellent

The service is made up of four self-contained flats each with their own entrance and private garden space. There is a communal space which can be accessed by anyone at the service whenever they choose. Sometimes, people wish to share this communal space to spend time together, others preferring to use this with their supporting care workers or as an alternative space to use during the day. Each flat has its own layout and is bespoke in its décor and design. Each flat is very different but is bespoke to the individuality of the person living there. Spaces are decorated in line with people's preferences with some areas displaying ornaments and personal items as well as proudly displaying personalised art and other craft work. Other spaces are more minimalist as this suits the needs of the person in this flat. Unique adaptations which enhance people's well-being and support their sensory needs are available in each flat. These include sensory style areas offering quiet and relaxation for one person, whilst another has a large indoor swing which they enjoy using in another flat. Cleverly positioned storage space is available to keep items safe when not in use. Each flat has access to its own garden area providing outside space for everyone in a safe and individual way.

There are robust safety checks and audits completed to ensure the health and safety of everyone at the service. Regular maintenance works and larger building upgrades are meticulously planned to ensure minimal impact on people at the service. All serviceable equipment is checked and inspected and any actions taken as required. Regular safety checks are completed, and an electronic system monitors progress of any required works. All flats are clean and clutter free and there is a regular cleaning schedule in place.

There are Personal Emergency Evacuation Plans (PEEP) in place for everyone at the service and regular fire drills take place so care workers and people are aware of what actions to take in the event of a fire.



There are robust recruitment checks in place to ensure safe recruitment of care workers. All required information is collected prior to care workers starting in their caring roles. This includes references from past employment and a Disclosure and Barring Service (DBS) check. Care workers are supported through a comprehensive and bespoke induction. This includes completing training sessions about their caring role as well as specific training about the bespoke care needs relating to people at the service. Care workers are supported to register with Social Care Wales, the workforce regulator as well as complete formal qualifications attached to their caring roles.

The processes in place for managing complaints is comprehensive and shows excellent managerial oversight. Incidents and accidents are logged and lessons learnt are actioned by the service. When care workers receive compliments about their work these are recognised and celebrated by managers at the service. Regular team meetings happen to share service updates with care workers, and provide the opportunity to discuss any issues. People are supported to give their feedback about the care they receive, this is recorded and any actions or changes as a result of this feedback is taken. The statement of purpose reflects the service that people receive. The service user guide is available in 'easy read' making this an accessible document to people at the service, ensuring people know what they can expect as a resident at this service. Policies and procedures in place are detailed and key policies are available in an 'easy read' version again making these accessible to people at the service.

The Responsible Individual (RI) is a regular presence at the service, and knows people well. They complete the required six monthly quality of care report which places a focus on how the service supports people to achieve the things important to them. These reports also analyse the service and note and improvements that can be made. There is excellent governance and oversight of the service. Feedback from care workers is always sought, and the introduction of a QR code available in the service provides the opportunity report any issues anonymously if preferred. This provides useful feedback to the RI to be able to identify and act on any issue of concern reported by care workers in a safe manner.

Care workers told us they enjoy working at the service. They said there is a *"Good team of staff who put the people we support first"* and described *"Managers on site are responsive when we need them"*. Care workers told us they supported by managers and there was *"Excellent communication"* from 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.

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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