



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Parkfield House Residential Home



Wrexham



01978541850

The inspection visits for this service took place between 26/03/2026 and 23/04/2026

Service Information:

Operated by:	PARKFIELD HOUSE RESIDENTIAL HOME LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	The 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

Good



Leadership & Management

Good

Summary:

Parkfield house is a small residential home for people with complex needs. It is well located with easy access to the local town of Wrexham and a park close by.

People's wellbeing is good because they are achieving outcomes and moving on in their lives. They have control, are involved in what happens and make plans for their future. People have positive relationships with each other and staff. Relatives are welcome to visit.

Peoples care and support is good because staff are kind, caring and spend time getting to know them. Personal plans focus on people's strengths and we heard examples of how people's lives have been further enhanced since moving into Parkfield House.

People benefit from living in a good environment which supports them to achieve their wellbeing outcomes. They are involved in how their home looks and help with decorating it both inside and out.

Leadership and management of the service is good with robust oversight. The staff team work well together, feel very well supported and are trained in their roles. The responsible individual (RI) and manager actively look for opportunities to reflect and lessons are learnt to continually enhance the service. We visited the service twice and found that lots of improvements had been made at the second visit for the benefit of all people living there and the staff team.

Findings:



Well-being

Good

People have strong control over their lives. They are encouraged and supported to make choices and service user empowerment meetings are also held. People work towards increasing their confidence, independence and gaining employment. Staff commented *"I have witnessed significant progress in residents, particularly in their independence and wellbeing, which is very fulfilling"*. Personal plans record peoples preferred methods of communication and any adjustments required for example using communication cards, messaging apps and computers. A strong commitment to promoting the Welsh Active Offer includes the RI paying for a private tutor to visit one day a week for people and staff to join in and learn more Welsh. There are some Welsh speaking staff, daily Welsh words are encouraged, signs and information are available bilingually and there is a Welsh language policy. During our second visit the RI spoke with visiting relatives in Welsh on their arrival.

People's physical, mental and emotional wellbeing is well met. An electronic system is used by staff to administer medication and audits are carried out to identify any issues. People are supported to look after themselves and manage their own health and wellbeing. Outcomes include exercising and keeping healthy with fitness equipment available. Plans contain information about specific health needs and any professional involvement. They inform staff about what to look out for if people are unwell and cannot communicate this. A person told us they get the right amount of support needed. Staff commented *"I would recommend this service because residents are treated with dignity, respect, and compassion at all times"*.

People are achieving their outcomes. Photos and information about this are kept in a wellbeing file. This shows visits to places of interest for example the British ironworks, a car exhibition, watching motorbikes, climbing and going to a rock concert. Staff said, *"Activities are also well supported, and it's nice to see residents engaged and enjoying themselves, which really benefits their wellbeing"*.

People benefit from safe and positive relationships. They like to do some activities together and enjoy each other's company. A person was complimentary about getting on well with the other people living there as well as staff. They said it is *"Nice here, love it to bits"*. Relatives are also complimentary about staff. Staff told us, *"I think the relationships between staff and residents are a real strength, as everyone is treated with kindness, dignity, and respect"*.

People are safe and protected from abuse and neglect. They feel safer following recent changes. When we visited a second time, we found a significant improvement with people feeling safe, relaxed and settled in their own home. A person and visiting relatives told us they can raise concerns.



Care & Support

Good

Personal plans and outcomes are strengths based, supporting people to build on what they can do for themselves. People are involved in their own plans which are reviewed and updated as needed. People and relatives are also involved in reviews where appropriate. Staff commented *“There is a warm and welcoming environment, and families are kept informed and involved, which helps build trust and reassurance”*.

People receive good care and support from a person-centred service. Changes have been made to the assessment process to ensure more in-depth initial assessments and compatibility. Trial visits are arranged for people to meet other people living there and the staff team. Staff commented on *“Excellent person-centred support to the residents”*. They said, *“There’s a strong focus on person-centred care, and staff genuinely take the time to get to know each resident, their preferences, and their routines”*. The service has a clear focus on moving people forward in their lives towards more independent living. We heard about examples of progress people have made since living at Parkfield House from staff, people and relatives. Progress graphs show peoples successes and skills development. Professionals told us the care and support is good and what works well is *“Consistency of routine and staffing”*. Regarding a specific example they had seen significant improvements made with independence, daily living skills, engagement with routine and activities which *“reflects the service’s commitment to positive outcomes and effective risk management”*. Staff told us, *“The team works well together, and there is a genuine focus on providing high-quality, person-centred care”*.

People benefit from plenty of opportunities for activities. A person told us they enjoy using their games consoles and playing pool as part of their daily routine. People have access to a minibus for outings which they make plans for and book the vehicle. They access the local community with or without staff support and pursue leisure, social and therapeutic activities. A person told us they go out with staff to *“do anything and everything”*. Relatives also said they are *“trying out lots of different activities”*. People are trying new activities for the first time, for example, going out to see the Christmas lights in Liverpool all together and cooking.

Systems in place protect people from harm. Staff receive safeguarding training; there are policies in place and records of safeguarding, complaints and incidents are kept with actions taken and outcomes. Robust incident analysis includes providing post incident support for people and staff to reflect, learn from and make improvements to care and support.

The service promotes hygienic practices and manages the risk of infection. There are infection control policies, staff complete training and audits are carried out to identify and address any issues.



Environment

Good

People live in good accommodation which changes to meet their individual needs and preferences. They are involved in how their home looks and how to make it feel more homely. A person said they had decorated their own bedroom and they are happy with it. We saw photos of an individual painting their room. Another person showed us their room and told us they were also happy and had everything they needed. There is a nicely decorated communal lounge with comfortable sofas and a large screen television. There is also a dining room and large kitchen area which people use a lot to prepare and eat snacks and meals. There are Welsh, English and pictorial signs in different areas to aid understanding and orientation.

There is a small garden area leading to the front of the home and a larger garden at the back. When we visited these areas where in need of some improvements to remove damaged and broken items. This had been significantly improved when we visited a second time. The front garden had been nicely decorated and we saw photos of people and staff painting tyre planters together to enhance this space. The larger garden area was clean, tidy and decorated with metal wall art along the fencing. There is an activity room for people to play pool and darts in. The RI told us this is well used.

The environment is kept safe, secure and well maintained. During our first visit to the service, we identified some areas in need of attention. When we visited again this had been actioned. Regular checks, audits and risk assessments are completed to identify any environmental, health and safety issues and make improvements to the service. Fire checks are also completed including fire drills at different times of the day or evening. Personal emergency evacuation plans are in place to support people to leave their home safely, in the event of an emergency evacuation.



Recruitment checks are completed, and staff are registered with Social Care Wales, the workforce regulator. The RI spoke about the importance of finding the right staff to join the team and retaining them. To ensure service continuity more staff have recently been recruited. There is a human resources department which ensures all recruitment checks are completed before new staff start work and staff files are audited every three months. Disclosure and barring service checks are completed and then checked again monthly to ensure staff continue to be suitable to support people.

Staff consistently told us they feel very well supported, comments include *“I would recommend working here because the team is supportive and works well together”*. They also said, *“I feel well supported by management, who are approachable and responsive to staff needs”*. Team meetings and supervisions offer opportunities for staff to discuss and reflect on their practice. Examples of prioritising staff wellbeing include offering support following incidents, additional training and best employee of the month voted on by the whole team and people. Staff can also access counselling and financial support. Staff comments include *“Working at Parkfield House has been a highly positive and rewarding experience”*

Staff said their opportunities for learning and development are either excellent or good. Records show staff have up to date training which includes specialist training. Staff newsletters provide information about support, training and increase understanding on different topics for example effective communication and person-centred care. Staff told us, *“The training provided is comprehensive and equips me with the skills and confidence to support individuals with complex needs effectively”*. They also said, *“It is a rewarding place to work, and there are opportunities to learn and develop skills within a friendly environment”*.

Governance arrangements ensure robust oversight of the service. The RI and manager work well together. The manager is keen to attend any training opportunities and told us they love their job. There are clear roles and responsibilities between the RI and manager with monthly meetings held to discuss expectations and progress. The RI’s three-monthly visits and a detailed six-monthly quality of care review look at what is working well and any areas for improvement. In addition to this an annual report is also produced. Staff commented *“Management are approachable and listen to staff, which makes a positive difference”* and *“Overall, Parkfield House promotes high standards of care while also valuing and supporting its staff”*.

A positive and compassionate culture is promoted. Staff said *“Overall, it’s a positive and supportive environment, with both residents and staff respected and appreciated”*. Other comments include, *“The team works well together and supports one another, which makes a big difference in creating a calm and friendly environment for the residents”* and *“As a staff member, I feel the atmosphere at Parkfield House is really positive and welcoming”*.

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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