



Inspection Report on

Parkside House Residential Home

PARKSIDE HOUSE RESIDENTIAL HOME

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PARK ROAD

PENARTH

CF64 3BD

Date Inspection Completed

10 June 2021

10/06/2021

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About Parkside House Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Llangoedmor Properties Ltd
Registered places	38
Language of the service	English
Previous Care Inspectorate Wales inspection	28 November 2019
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use, their service.

Summary

Parkside House Care Home offers care and support for up to 38 people, some of whom live with dementia. The environment is well maintained and offers a warm, homely feel to those living there. A responsible individual (RI) has been appointed by the provider to have oversight of the service. They have taken on board minor areas for improvement identified as part of this inspection. They carry out their duties with due diligence.

People living at Parkside House are happy and well supported with their emotional and health care needs. Medication administration has improved. Family members report that the service communicates well with them and also tell us that the care is good. This is echoed by professionals.

Staff at Parkside House are described by family members as “*lovely*” and “*absolutely wonderful*”. There is sufficient well trained staff who are well supported. Some improvement is required in the maintenance of documentation within personnel files which the RI is aware of and is addressing.

The inspection took place during Covid-19 pandemic. Restrictions are in place to protect people in the service. These are in line with government guidelines.

Well-being

People live in a home that meets their needs. Parkside House provides accommodation in accordance with the statement of purpose (SOP) which is a document that describes what the service can offer. Though not a purpose built care home, the building and setting offers people a homely feel. The décor has been improved since the last inspection. The first floor dementia care setting has been decorated throughout with some thought given to providing a talking point for people. Corridors have tasteful murals that make reference to the local area, including Penarth pier. Living rooms are comfortable. The ground floor dining room has limited space when everyone is sat, but this is managed well. A passenger lift provides access between floors. People have their personal items around them in their bedroom. Large, nicely landscaped gardens offer opportunities for people to go outdoors; part of this is secure. During the current pandemic, families tell us that they have been able to meet with loved ones in the garden. The locality of the service provides easy access to the town of Penarth or the coast with sea views. A family member told us *“they take X out in the wheelchair along the cliff walk”*.

The service provider ensures that people’s emotional and mental health needs are met. The provider, through all directors including the responsible individual, show care for people. This culture filters down through the staff to ensure people in the service experience care that is sensitively delivered and promotes emotional well-being. Staff tell us how well supported they are by every person in the company. On the day of inspection we saw care and support delivered in a dignified and diplomatic way. The environment and calm atmosphere in the home helps people living there with their mental health. People are provided with choice which is respected and they are not rushed when provided with support. People living with dementia or other mental health needs have access to specialist health care professionals. Staff understand people’s needs as these are well documented and information is shared amongst the care team during meetings. Good communication with families ensures additional support for people, and has been key to maintaining the emotional well-being of individuals during the current pandemic. Family members tell us *“Communication is brilliant,”* and *“They always consult us.”* An activity coordinator is employed who is additional to the care team. A family member told us *“X has improved since living there; they entertain them and take them out.”* People are seen smiling and having positive interactions to promote emotional well-being.

Care and Support

The manager conducts pre admission assessments of individuals that are detailed and support the development of a personal care plan, but could be enhanced with recording of desired outcomes based on people's priorities. Health care and support needs are assessed prior to admission. Some social care history is captured and people's likes and dislikes are identified. Personal plans are written and reviewed ensuring the required support around health is recorded and the individual is involved. There is evidence that staff know people well, know what they like and dislike, and know what is important to them but this is not always recorded in personal plans and doesn't form part of the review of desired outcomes. This has been discussed with the RI who assures us that this is being addressed.

The service provider has a policy on medication in place but needs to ensure that this is understood and followed by all care workers who have responsibility for medication administration. Records relating to medication are well maintained. Senior care workers demonstrate good knowledge of use of controlled medication and medication that is prescribed to be taken "*as and when necessary*". On the day of inspection the person responsible for medication delegated one task relating to medication administration to another member of staff. This is considered poor practice and has been brought to the attention of the manager and RI. This is identified as an area for improvement. The manager and senior care workers addressed this immediately and gave assurances that best practice will now be followed.

People can be assured that they will have their care needs met. Records give details about health and support needs. People receive appropriate involvement of health care professionals in a timely manner. A visiting nurse told us, "*The service seems very thorough in provision of care for people. There's a very high standard of care. The manager and senior lead are so focused on person centred outcomes; I can't fault them.*" Evidence of improved health is recorded. People have routine visits to help prevent deterioration in health, such as podiatry care. One person told us "*I am very well looked after.*" Family members told us, "*It's a really great home, the care is good, and they are absolutely wonderful.*" Care is being taken when introducing new residents to the home, especially when there is a possibility that several people may need to take up residency at once. One professional told us "*they have thought of everything when considering the transition of people into the home. The attention to detail goes a long way.*"

Environment

The service provider ensures risks to health and safety are identified and reduced as far as is reasonably practicable. The management of the environment to meet regulatory requirements is very good. Systems are in place to ensure the building and equipment is audited, serviced and, where necessary, certification provided to evidence compliance. Reports from external bodies such as the Fire Service and Environment Health are available. A maintenance person ensures records are maintained to evidence environmental and safety checks are conducted. These are detailed and include water temperature and legionella tests. Additional confidence is provided as the service contracts to an external company to monitor health and safety. Recent adjustments to the environment includes the installation of a half door at the bottom of each stairwell. These have key code access to help prevent access to the stairs by those who are at risk of harm if doing this independently.

People can be confident that the service is protecting people by ensuring infection control policies are followed. During the current Covid pandemic the service is following national guidelines with regards to infection control. There is a robust infection control policy in place. Staff receive training on infection control and Covid. Personal Protective Equipment is available and worn. Hand sanitiser is available throughout the home. A visiting nurse tells us *“they are very particular with Covid procedures including LFD (lateral flow device) testing.”* Visitors to the home are supported to see loved ones in the garden or special building call *“a pod”*; this ensures social distancing and helps to prevent spread of infection. The home is clean and free of malodour. Cleaning of individuals’ rooms is arranged in consultation with them.

Leadership and Management

The service provider ensures that the service is run with sufficient care, competence and skill, having regard to the statement of purpose. The provider has a clear structure within the organisation which staff are aware of. There is good oversight by the responsible individual (RI), including the financial viability of the home. A manager with good experience in social care oversees the day to day care provision. Updated policies and procedures are in place to support the monitoring and maintenance of the environment, in addition to the delivery of quality care. The quality of care is considered as part of reviewing processes with evidence that the service develops in response to people and their needs. The RI has had a constant presence in the service during the past 15 months to help support the care team during the time of pandemic. This service experienced a presence of the infection Covid-19, but this is not believed to have been due to deficiencies in infection control management of the service. The RI, manager and wider staff team tell us that it has been the most difficult year. The positive leadership provides confidence in staff who now look forward to welcoming new residents.

The provider ensures that there is a sufficient number of staff that are well supported but improvements in the maintenance of information on personnel files is required. There is a long standing core of care staff at Parkside House who provide continuity of care. Personnel files are maintained evidencing that care workers have suitable induction, ongoing training and supervision. Some documentation that is required to be maintained on personnel files is not consistently in place and there is a lack of evidence of the individual's linguistic and written ability necessary to support their role. The RI has been made aware of this and gives assurances that this will be put in place. Sufficient numbers of care staff are employed. Rotas viewed indicate that there is not a shortage of staff; care workers confirm this. At the time of inspection there was a high number of staff in relation to residents due to low occupancy at the home. The RI is mindful that when occupancy increases, consideration will need to be given to staffing levels and adjustments made accordingly. Staff tell us that they have sufficient, regular training and feel fully supported to undertake their role. The staff we spoke to are complimentary about the kindness and understanding shown to them by people in the whole organisation when they have had difficult personal circumstances.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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Date Published 02/08/2021