



Inspection Report on

East Park Care Centre Limited

**Jeffreyston
Kilgetty
SA68 0RE**

Date Inspection Completed

9 July 2021

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About East Park Care Centre Limited

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	East Park Care Centre Limited
Registered places	21
Language of the service	English
Previous Care Inspectorate Wales inspection	22.08.2019
Does this service provide the Welsh Language active offer?	No

Summary

People who have made East Park their home are cared for in a well-maintained; clean and comfortable home.

They are cared for by staff who are motivated to provide friendly and person centred care and support.

The electronic records system suits some care workers, but further improvements are needed to ensure all relevant information is easily accessible. However, care workers know people well and have a good knowledge of their needs and of what is important to them.

The manager and responsible individual (RI) are regularly in the home and are keen to develop both the staff team and the service they offer.

Well-being

All staff know how to report any concerns. They know the action they are required to take if they suspect a person is at risk or is being abused. Staff feel confident about reporting any concerns and ideas to the manager and are confident they will be considered and dealt with appropriately.

Health needs are met with referrals on to professionals as necessary. Care workers assist people to attend for routine and urgent appointments. Staff understand the importance of good nutrition in maintaining a person's overall health and well-being.

Care workers demonstrate a good knowledge of people, including their likes; dislikes and what is important to them. However care records do not always assist care workers in planning and evaluating care. The manager is currently reviewing how information is recorded and ensuring important information can be more easily identified.

The physical environment contributes to people's well-being, with most bedrooms and communal areas being comfortable and homely. Some people enjoy being able to help in the home by writing the shopping lists for people as well as helping lay the tables. The outside space also contributes positively to people's well-being with some people appreciating the opportunities they have to help out in the gardens.

Care workers wear personal protective equipment (PPE) and other measures such as sanitisers and testing for visitors help ensure the risk from Covid 19 is reduced. Relatives appreciate the efforts made by the provider to ensure effective infection prevention and control measures are in place.

Care and Support

Care records are held electronically and care workers have access to hand held devices to update them. Information is not always easily accessible and it is not easy to gain a picture of how people spend their days or how their care needs are to be met. We discussed this with the manager who has already identified improvements are needed to the electronic system. Care workers do however, find the electronic records helpful and some people we spoke with said they have contributed to their care planning. Some referrals have been sent in accord with Deprivation of Liberty Safeguards (DoLS) but the assessments have not yet taken place. The provider has agreed to make a further urgent referral to ensure that any restrictions placed on people are proportionate and lawful.

Care workers are able to recognise when people's needs are changing. During the inspection a review was being requested for one person. People and their relatives told us people attend for hospital and other appointments with the assistance from care workers. Some people whose mobility is reduced, are using pressure relieving mattresses and cushions and all of the care workers we spoke with are able to recognise when a person's skin is at risk of breaking down. One person told us they recently attended hospital following a fall. Relatives told us they are kept informed about any changes to people's health and their care needs.

Covid 19 has impacted on some activities people can participate in. Outside entertainers have been unable to visit the home but care workers have made efforts to engage people. We were told of a recent "bake-off" and "pudd off" where workers prepared food which was judged by people. Special events are catered for with people's birthdays being celebrated as well as occasions such as VE day and Easter. Some people and their relatives feel there are enough activities for people, but some people told us there is "*not much*" going on. Recently, some people have started visiting the home, including the hairdresser and a musician.

People, relatives and staff are wholly complimentary about the meals offered. One person described the food as "*marvellous*" and another said it is "*alright*". If people do not want the main meal, then alternatives are available. Most food is prepared using fresh ingredients and we were told there is little reliance on processed food. Food is available outside of meal times and special events are celebrated. Fresh fruit is available and people have access to drinks at all times. Meals are fortified using cream and butter to increase their calorific value and other special diets are provided. The chef meets people to talk about their likes and dislikes, and staff demonstrate a good understanding of the importance of good nutrition.

Environment

Bedrooms are clean, tidy and personalised. One person was moving into the home and their family had been able to take in items of value to the person making it more comfortable and homely. Some bedrooms have en-suite facilities and most have space for people to comfortably sit in addition to the bed area. One person has just a ceiling window and the RI told us this has been agreed by the person. All other bedrooms have regular windows with some overlooking the gardens. Attention to detail is paid with well laundered and matching bedding. One person was having new flooring to their room during our inspection visit.

Communal areas are also clean and in good decorative order. People and their relatives are wholly satisfied with the standards of cleanliness throughout the home. People are able to move freely through the home and accommodation is all on one level. There are plans to refurbish one of the bathrooms. The lounge is comfortable with a lot of natural light.

People enjoy spending time in the gardens which are accessible and well maintained. Some people are helping grow some fruit and vegetables which they will use for their meals. A safety fence is around the pond and one person was enjoying spending time tidying up the gardens.

The provider ensures equipment and services are maintained. During the inspection, the fire alarms were tested. The audits completed by the responsible individual (RI) show other equipment, such as hoists and fire safety equipment are checked to ensure they remain as safe and effective as possible.

Leadership and Management

The manager and RI work closely together to ensure people receive a quality service. Policies have been written with assistance from a national company and both the manager and RI are keen to engage with statutory agencies to ensure they are doing their best and working to ensure people receive the best care possible. The RI has good oversight of the service and is visible within the home. Both the RI and the manager share the values of openness and integrity and these values are apparent throughout the staff team. The governance arrangements ensure quality is monitored, and both the RI and the manager have written reports which cover the physical environment as well as people's care; support and well-being.

Care workers are recruited safely. Employment files are easy to navigate and contain the information needed. However we found some out-of-date training certificates in the files. The training matrix shows not all staff are up to date with mandatory training. Moving and handling training indicates five care workers have up to date training whilst 10 do not. The RI is a moving and handling trainer and has a plan to ensure all care workers are appropriately trained. Most care workers have up-to-date safeguarding and fire safety training but some staff need first aid training. The provider has recently subscribed to an e-learning system and care workers speak positively about this. There is a large number of training sessions and some care workers are currently working through modules including dementia care, skin care and nutrition.

People find care workers to be skilled and knowledgeable. Care workers understand the importance of monitoring people's skin and are able to recognise when this is at risk. They also demonstrate they understand the needs of older people as well as those with both a learning disability and those people who are physically frail.

Care workers feel valued and supported. They consider they are appropriately supervised and told us they get balanced feedback on their work. They are told when they do something well, but equally importantly are able to discuss areas of their work they could do better or more effectively. We saw some supervision has taken place but this is not always done every three months. We discussed this with the manager who has identified there are some gaps in supervision.

People and their relatives consider there are enough staff on duty and requests for assistance are responded to promptly. We observed care workers to be carrying out their duties in an unhurried way and people described them as both "*kind*" and "*patient*".

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