



## Inspection Report on

**Parkview House**

**AWELON HEALTHCARE  
73 PONTARDAWE ROAD CLYDACH  
SWANSEA  
SA6 5NS**

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## **Description of the service**

Parkview House (Awelon Health Care) is registered to provide personal care for up to seven people who have a learning disability or mental ill health. The main house can accommodate up to six people and a bungalow in the grounds can accommodate one person. At the time of inspection four people were resident in the main house and one person in the bungalow.

The provider and responsible individual for the service is Kay Campbell. There was no manager registered with Social Care Wales for the service at the time of inspection.

## **Summary of our findings**

### **1. Overall assessment**

People are supported to access a wide range of activities of their choice which are meaningful to them. They are actively involved in their community and live in a homely, comfortable environment. Individuals are supported by staff who know and understand them well and are able to meet their changing needs. The vision, values and purpose of the service are mainly clear and actively implemented. However, the statement of purpose needs to be reviewed and reflect the change in management. People receive responsive care and treatment in a timely manner and are supported by staff who have been recruited, trained and supported appropriately. People are mainly protected and their safety is maintained. However, we recommended that a lock is fitted to the laundry door to restrict access to the home's central heating system.

### **2. Improvements**

This is the first inspection following re-registration with Care Inspectorate Wales under the Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016.

### **3. Requirements and recommendations**

Section three of this report sets out any recommendations made to improve the service.

# 1. Well-being

## Summary

People are supported to access a wide range of activities of their choice which are meaningful to them. They are actively involved in their community and live in a homely, comfortable environment. Individuals are supported by staff who know and understand them well and are able to meet their changing needs.

## Our findings

People are happy, occupied and able to do things that matter to them. People told us during our visits that they liked living at Parkview and it was their home. One person said *"I like living here and I don't want to live anywhere else"*. They also told us that they were able to undertake activities of their choice. One person was supported to attend college to undertake voluntary work at a dog rehoming centre and a coffee shop. People had access to the wider community and regularly visited the local amenities or travelled Swansea city to go shopping, go out for a meal and go for a coffee. Other interests people spoke about included going to the beach, walking, swimming, cinema visits and arts and craft workshops. Therefore, we found people are happy, are able to follow and develop interests in a supportive environment.

People live in a warm comfortable environment that is clean and homely. We saw that people's bedrooms had been personalised with small items of furniture, pictures, photographs and ornaments. One person, whose interest was in art, had his work displayed throughout the home. We considered the communal areas to be warm, well decorated, homely and welcoming. People we spoke with told us that they were happy living in the home. However, one person commented that although the bedroom is always warm at times the lounge area could be cold when another person goes outside for a cigarette and leaves the door open. We spoke with the responsible individual and recommended the possibility of a self-closing door following a risk assessment to ensure the communal areas are kept warm. Overall, we found the home to be comfortable and homely.

People are offered warmth, encouragement and support. We saw people were very comfortable with staff and enjoyed friendly banter with them. Staff were familiar with

people's individual preferences and needs. People we spoke with were positive about the staff that supported them. One person said *"I get on really well with all the staff, they are like my friends"* and *"they referred me to a Community Psychiatric Nurse to help me with my problems"*. People therefore are treated with kindness, respect and compassion.

We saw that care documentation evidenced how people had accessed health and social care professionals promptly whenever needed. This included GPs, community nurses, social workers, dentists and opticians. We checked the way medicines were managed and found they were stored safely and securely and people received medicines as prescribed by their GP. We found that people's individual needs and preferences are understood and anticipated so they receive the right care at the right time.

## **2. Leadership and Management**

### **Summary**

The vision, values and purpose of the service are mainly clear and actively implemented. However, the statement of purpose needs to be reviewed and reflect the change in management. People receive responsive care and treatment in a timely manner and are supported by staff who have been recruited, trained and supported appropriately. People are mainly protected and their safety is maintained. However, we recommended that a lock is fitted to the laundry door to restrict access to the home's central heating system.

### **Our findings**

The vision, values and purpose of the service are mainly clear and actively implemented. We saw the home's most recent statement of purpose and found this to be clear, providing an accurate picture of the home and the service it provides. However, we did recommend that because the service manager had recently left employment their name is removed from the statement of purpose and temporary arrangements detailed. People therefore mainly benefit from a service that is clear about its role, values and purpose.

People receive responsive care and treatment in a timely manner. On the day of our visit we saw that there was enough staff on duty to ensure people's needs were met. The service manager had recently left and a new manager was in post who was well known to residents and staff. She was appropriately qualified and awaiting registration with Social Care Wales. We saw that the number of staff on duty reflected what was displayed on the duty rota. Staff we spoke with confirmed this and said rotas were worked around people's needs and activity diaries. We therefore found that people are able to receive the right care at the right time.

People receive care and support from staff that have been appropriately recruited, trained and supported. The responsible individual reported that the service had experienced a high turnover in staff recently and agency staff had been employed to cover some shifts. However, a recruitment drive had resulted in new staff being employed. We spoke with one new staff member who was undertaking a second day of induction. They told us that they

had completed a full application, attended interview and did not start employment until full Disclosure and Barring System (DBS) had been confirmed. The induction period included reading policies and procedures, reading care plans and risk assessments and working alongside more experienced staff until they felt confident. Staff we spoke with told us that they had a good relationship with management who supported them well. They informed us that they were able to talk to both the new manager and the responsible individual about any issue or concern. Staff told us about the training they received and confirmed there was an ongoing training and development programme in place that assisted them in their work with people they support. We therefore found that people are supported by staff that have been appropriately recruited, trained and supported.

People are protected and their safety is maintained. We saw that all the required checks had been carried out throughout the home, including fire safety. However, we did note and discuss with the responsible individual that the laundry room did not have a lockable door and this is where the home's central heating system is located. We recommended that a suitable lock be fitted to ensure people are safe. We will check this at the next inspection. All confidential files, including care documentation were stored securely in lockable cupboards in the office. Visitors needed to ring the door bell before entry to the home and people had to sign in and out of the building.

### **3. Improvements required and recommended following this inspection**

#### **3.1 Areas of non compliance from previous inspections**

This was the first post registration inspection since the service was re-registered under (RISCA).

#### **3.2 Recommendations for improvement**

We made the following recommendations:

- That consideration is given to a self-closing door to the lounge following a risk assessment to ensure the room is warm.
- That a review of the statement of purpose is undertaken
- That a suitable lock is fitted to the laundry room.

#### **4. How we undertook this inspection**

This was a focused inspection, undertaken following the receipt of anonymous concerns. During the inspection, we considered people's well-being and the leadership and management of the service. One inspector made one unannounced visit to the home on 13 February 2019.

The following methods were used:

- We toured the premises.
- We spoke with two people who use the service.
- We spoke with four carers on duty
- We spoke with the responsible individual.
- We looked at two peoples care records.
- We looked at medication records.

Further information about what we do can be found on our website:

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## About the service

<b>Type of care provided</b>	<b>Care Home Service</b>
<b>Service Provider</b>	<b>Kay Campbell</b>
<b>Manager</b>	<b>Vacant</b>
<b>Registered maximum number of places</b>	<b>7</b>
<b>Date of previous Care Inspectorate Wales inspection</b>	<b>This is the first inspection following re-registration with Care Inspectorate Wales under the Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016.</b>
<b>Dates of this Inspection visit(s)</b>	<b>13/02/2019</b>
<b>Operating Language of the service</b>	<b>English</b>
<b>Does this service provide the Welsh Language active offer?</b>	<b>No</b>
<b>Additional Information:</b> <p>Although some staff speak the Welsh language the service is not fully working towards providing an 'Active Offer' of the Welsh language. It does not fully anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service. We recommend that the service provider considers Welsh Government's 'More Than Just Words follow on strategic guidance for Welsh language in social care'.</p>	