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Section 1

About the provider

Service provider: - Llangoedmor Properties Limited

Name of Home:- Parkside House Residential Home
1-2 Park Road
Penarth
Vale of Glamorgan
CF64 3BD

Responsible Individual:- Sarah Otto-Jones

Manager of Service:- Alison Aplin

Section 2

Description of the location of the service

Location of Parkside House

Parkside House is situated in Penarth, a Victorian seaside town near Cardiff. Parkside House is a large Victorian house that looks out onto the Bristol Channel. The seafront is a short walk away as are the parks and cliff-top walks with lovely views. There are several restaurants and cafes along the esplanade where one can enjoy hot or cold drinks, a bite to eat or an ice cream whilst enjoying the sea view.

We are conveniently placed near to the town centre and so we benefit from all the facilities and services that are close to hand. Penarth is a busy town with plenty of restaurants, cafes and bars. There are a variety of shops including Boots, Tesco's, Sainsbury's, Greggs, news agencies and plenty of clothes boutiques and gift shops.

In Penarth there is a library, and there are local places of worship for different faiths.

There is a railway station nearby that has a direct connection to the centre of Cardiff, which is only a 10-minute ride. There is also a regular bus service to Cardiff. There are several local taxi services available.

Section 3

About the service provided

Arrangements for admitting, assessing, planning and reviewing people's care

Prior to a resident moving into Parkside, when we receive a referral we arrange for an assessment by our Manager to assess the needs of the prospective resident. This is done either at their current home or at hospital. Prospective residents and their relatives are encouraged to visit the home and spend a day with us as part of the assessment process. We give them a copy of our brochure. The assessment form is completed before a service user is admitted. The assessment includes health, personal care and support needs, any specialist support required, communication, emotional, social and cultural needs and an understanding of their personal aspirations. If a prospective resident has been assessed by Social Services we will receive a copy of their assessment and care plan giving us a clear understanding of their needs.

All residents are given a contract and a copy of our Statement of Purpose together with a Welcome Pack giving details of all the services we provide.

When residents have been admitted they are introduced to their key worker. If the resident or their family have any concerns or would like to discuss anything during their first few weeks at Parkside they should approach their key worker, a senior member of staff or the Manager. A resident's key worker introduces them to other residents and staff and shows them where all the amenities are.

Urgent admissions are accepted in cases where the welfare of an individual may be harmed if the admission is delayed. In these cases it is possible to admit a resident without a full assessment being carried out. When this happens as much information as possible will be obtained and the assessment will be completed as soon as possible after admission.

An emergency admission can be accepted providing the person/agency/social worker referring the prospective resident is able to provide us with sufficient information for the Manager to establish that their needs are broadly within the services and facilities that we provide.

Where a social worker is involved, we require a care plan detailing their needs

Urgent admissions are taken on the understanding they are short term only and that any decision for that placement to become long term would be made after a full assessment has been carried out.

After an assessment has been made and a resident has come to Parkside, a person centred care plan is drawn up by the Deputy Manager or a senior carer with the resident or, with their consent, the resident's family/representative. The care plan offers a full and comprehensive picture of the resident's health and care needs including personal care and wellbeing, mental health, diet and weight, oral care, mobility, medication, continence, together with a portrait of their life history, their preferences, hobbies, likes and dislikes, activities and needs in order that we can deliver the best quality of care for their care needs.

Care plans are thereafter reviewed monthly because we realise that residents' needs change. Residents and their families are welcome to take part in these reviews.

We have very good relationships with local services such as District Nurses, who will visit residents if required via their GP. Should residents need medical services at any time we will organize that straight away. Local surgeries in Penarth offer support to residents and staff.

We understand that resident's needs can change and when possible we provide residents palliative care towards the end of their lives with support from their family, GP and district nurses.

The Mental Health Liaison Team visits every twelve weeks to carry out reviews of their patients' needs. We can contact the liaison team at any time for advice and extra visits can be arranged if needed. The Mental Health Team also provides support in managing challenging behaviour.

Capacity assessments are carried out by DoLS safeguarding team (Vale of Glamorgan CC).

Standard of care and support

To provide residents with a high standard of care and support and ensure that we provide them with the care they need, we put together a person-centred care plan for each resident for our staff to refer to and in order to understand their needs and preferences. We hope that their coming to Parkside will result in an improvement to their general wellbeing.

We have appointed an entertainment/activities officer who speaks to the residents to find out what activities they would like to take part in and find out more about their hobbies. He organises outings to local places of interest, parks and cafes and manages in-house activities such as bingo, singalongs and carpet bowls. Outside entertainment such as singers or music therapy are organized by our Manager.

Activities are also carried out daily by care staff. These include jigsaws, puzzles, personal manicures, singalongs and talking and reminiscing.

Staff have training in the use of era-specific (focused on 1940's 50's and 60's) memory boxes which contain products aimed to trigger the 5 senses to help engage residents in sessions of positive reminiscence.

We make sure that the residents stay in touch with the public events that are going on throughout the year, celebrating Christmas and Easter, pancake day, Halloween but also events such as Royal weddings or remembrance commemorations.

Parkside has activities notice boards, listing the weekly events. We are always looking at ways to improve the quality of our residents lives. Families and friends are always welcome to visit residents and to take part in activities with them.

Each resident has a key worker whose function is to take an interest in developing opportunities and activities for them and in conjunction with the Manager to take part in supporting the resident in doing so.

Language and communication needs for people using the service

When we do an assessment of a prospective resident we establish what is their first language. We currently have three members of staff who are fluent in Welsh.

Section 4

Staffing arrangements

Alison Aplin

Mrs Alison Aplin the Manager registered with responsibility for the management procedures and all care and health and safety for Parkside House. She works in Parkside from Monday to Friday and is available to see family members outside of normal working hours.

Experience

Mrs Aplin has been the Manager of Parkside House since 1998. She has been a Registered Manager in residential care for over 27 years and worked in the care industry for 39 years.

Qualifications

NVQ level 5 – Operational Management Diploma in the Management of Care services (Institute of Supervisory Management); NVQ4 Care Management;

Certificate in Social Care;

MCA Certificate – assessing capacity and best interests for residential managers;

Certificate of Registration Care Council for Wales.

Mrs Sarah Otto-Jones – Responsible Individual

Parkside House is a family business originally set up by Mrs Watkins in 1984. Sarah, daughter of Mrs Watkins, began working at Parkside in 1998, and in 2012 became a director of the company. She manages the finances of the company and has now taken on the job of being the Responsible Individual.

Experience

Prior to becoming director of Parkside House Mrs Otto-Jones was the administrator and director of Total Loving Care, a domiciliary agency providing care for the elderly in their own homes. She was responsible for finance and quality assurance.

Qualifications

QCF in Leadership and Management Level 5

Post graduate diploma in Arts administration

BA Jnt Hons in English and American Studies at Nottingham University

Rhiannon Jones – Deputy Manager

Our Deputy Manager is Rhiannon Jones. She has been with us since 2006. She is aware of all of the company's policies and procedures and is responsible for putting together and updating resident's care plans.

Qualifications: -

NVQ2 in Health and Social Care

NVQ4 in Registered Manager for Social Care

QCF5 in Leadership for Health and Social Care Services for Adults

ILF4 for Leadership and Management

All relevant courses regarding Administration of Medication, Fire and Safety Procedures, First Aid, Manual Handling, Protection of vulnerable Adults, Care Planning, Infection Control etc

Senior Care Staff

Day Staff

We have 4 Senior Care Staff. Two have QCF level 5 in Management and Leadership in Health and Social Care. All have QCF Level 3 in care.

We have 1 supervisor who is currently training to gain a QCF level 2 in Health and Social Care. She is trained in the administration of medication.

They are supported by a further 17 Carers who work during the day time. There is a low turnover of staff. They are well-trained, motivated and confident team providing high quality care.

Of these Care Staff 15 either have or are currently working towards completing their QCF level 2 in care. All staff have all mandatory training and separate dementia training.

Night Staff

We have 7 night staff. 2 Senior Night Staff cover 7 nights, one of whom has QCF level 3 in care, the other is working towards QCF level 3 in care. The remaining night staff either have QCF/NVQ Level 2 in care or are working towards that qualification.

Kitchen Staff

We have one chef who is Food Hygiene certified. He is supported by an assistant cook who has NVQ Level 2 in catering and food and is Food Hygiene-certified. There are two further members of staff in the kitchen both of whom are Food Hygiene-certified.

Staffing Levels

Management – The Manager and Deputy Manager’s normal working hours from Monday to Friday from 8am to 5pm.

The Manager or Deputy Manager or a Senior member of staff are ‘on-call’ at nights for consultation should they need it. 24 hours a day there is always at least 1 senior carer on duty in the home.

Days

Usual shift times are from 7.30am -2.00pm and 2pm – 8.00pm; and for nights 8.00pm to 7.30am

7.30am to 2.00pm staffing levels are: -

Senior care assistant - 2

Care assistant - 5

Cleaner 2

2.00pm – 8.00pm staffing levels are: -

Senior care assistant – 2

Care assistant – 3

Nights

8.00pm – 7.30am staffing levels are: -

Senior care assistant – 1

Care assistant – 2

The night staff undertake some cleaning duties. Night staff are provided with walkie-talkies so they can stay in touch with each other at all times,

and should one member of staff find that need the assistance of another they can contact them directly and immediately.

Parkside House is a home with an EMI unit situated on the first floor. The senior carer has a change over with the senior from the previous shift at the beginning of each shift. All staff have full training in providing care for people who have dementia.

Deployment of staff

Staffing levels can change depending on the needs of the residents at the time. The normal rota is as follows. During the daytime (7.30 am to 8pm) we have 7 carers in the morning and 5 in the afternoons. This includes 2 Senior members of staff. Together they provide care for the residents in the two main lounges, and when appropriate out on the patio and rear garden.

If residents prefer to stay in their room they have a nurse call button to call for a carer's attention.

Staff are supported by outside parties such as entertainers, hairdressers and chiropodists who visit regularly.

GPs, District Nurses and health specialists make visits to the home regularly.

We expanded the laundry in 2014. The laundry is managed by laundry staff who organize and sort everybody's clothes into separate named compartments. These are transported to and from the laundry and taken to the resident's bedrooms and put away appropriately.

We have a cleaning team made up of 4 members of staff who work over a seven-day week who strive to make Parkside House look and smell clean and pleasant. Night staff undertake some cleaning duties.

We have a team who continually carry out all of the in-house maintenance of the building and the grounds, ensuring that the home, the grounds and the equipment in the home are safe to use and in good

condition. We have a long-standing team of contractors whom we engage when specialist work is required.

The general waste is collected once weekly and recycling is collected three times weekly. We have one yellow clinical waste container that is emptied weekly.

Arrangement for Delegated tasks

We are a care home and not a nursing home. We provide care for vulnerable adults in a safe and secure environment. If a resident's care needs change dramatically a referral will be sent to the Community Resource Team at the Vale of Glamorgan and we would also contact the Vale of Glamorgan Social Services for a social worker. Following this, a unified nursing assessment would be done to verify any specialist care needs.

Supervision arrangements

The Manager and Deputy Manager operate an open-door policy, enabling staff and residents to speak to them at any time during their normal working hours.

Official supervision of staff is carried out every 2 months with staff members and management. This gives staff the opportunity to discuss any concerns they may have and outline their strengths.

Appraisals are held annually with staff members and the Manager on a one-to-one basis enabling staff to discuss concerns with the Manager.

Quarterly staff meetings are held with all staff. Management speak to staff daily on an ad hoc basis dealing with matters as they arise.

Staff Training

All care staff have induction training when they begin working with us and are encouraged to start QCF training in Health and Care.

Staff have annual updates in training online in the following areas: administration of medication, assisted manual handling, basic first aid, challenging behaviour in people with dementia, death, dying and bereavement; diabetes; diet and nutrition; epilepsy; equality, diversity and inclusion; falls prevention; falls response; fire safety; food hygiene; health and safety; improving outcomes in people with dementia; infection control; malnutrition; MCA 2005; person centered approaches; prevention of pressure sores; promoting dignity and compassion in care; record keeping; risk assessment; safeguarding; safety of people and premises; stroke awareness; urinary catheter care;

Staff receive practical training in First Aid, Manual Handling and Dementia (updated each year) and fire training.

We also have staff training provided by the Vale of Glamorgan Council in:-

Emergency First Aid

Belonging (dementia awareness)

All Wales Manual Handling Passport

Dementia care training for care home staff

Section 5

Facilities and Services

Parkside House Residential Home has a total of 38 beds there are 32 single rooms and 3 shared rooms. The main house has 3 floors and rooms are available with en-suite facilities, sea views and/or garden views. There are 5 rooms with en-suite facilities. Two of the bathrooms have Parker baths. There is a passenger lift to all floors and staff are always ready to help.

Each resident has a nurse call button by their bed to press if they need help or assistance from a member of staff

Three of the single rooms are in The Coach House, a small building set within the grounds of Parkside House. All these rooms have en-suite facilities with showers. The Coach House is designed to cater for people who appreciate having some support from our carers and the laundry and kitchen services, but would like more independence than the main care home provides.

The entrance to Parkside House is a rather grand well-lit hallway with a high ceiling and classic Victorian staircase. This leads into a large lounge which looks out onto the front lawn.

We have a large communal room on the first floor. This is split into 2 halves – the first a lounge area with a fire place containing the welcome image of a burning fire, and the second a dining area which looks out onto the lawn.

We have two dining rooms. One is situated on the first floor in the special EMI unit looking out onto the front lawn, which also has kitchen facilities. The second, and main dining area is located adjacent to the kitchen on the ground floor.

We have a conservatory on the ground floor which is an extension of the dining area. This opens out onto the patio and sensory garden at the rear of the house.

We have a room available for staff training and/or private consultations.

Security arrangements in place and use of CCTV

Parkside has a locked door policy with all entrances locked at all times during the day and night. Entry to the two main entry doors at the front of the building is only by using the doorbells or by use of coded key pads.

Access from both stairwells to the first and second floors are also protected by coded keypads.

We have installed CCTV cameras. They are located in the garden and driveway and public areas in the main house.

The purpose of installing CCTV cameras is as follows: -

- Ensuring residents feel safe and comfortable in their home
- Security of residents
- Security of staff

All visitors use the visitors signing in book when entering and leaving the building.

Access to outside space and facilities at this service

There is a large lawn at the front of the home with benches where residents can sit when accompanied by family and friends.

To the rear of the home there is a patio for residents to sit and enjoy food, tea and coffee. There is also a lawn for residents to walk around with a special sensory garden to promote sensory stimulation which can be very therapeutic for people with dementia.

The rear garden is securely cordoned off so residents can access it freely as they wish.

Section 6

Governance and quality monitoring arrangements

The responsible individual is Sarah Otto-Jones. Sarah has undertaken this role as part of Parkside House's re-registration under RISCA. She has been a director of the company for 6 years and works at the premises. She has an updated DBS.

Sarah Otto-Jones frequently attends the premises and holds regular operational meetings with the Manager and Deputy Manager. More formal visits are made every 3 months and are logged and documented.

Regular reviews of the business are undertaken including occupancy and staffing levels.

Sarah is a Director of the company and has control of financial decisions and future planning of maintenance.

We have a health and safety policy in effect under the guidance of Nat West Mentor consultants which is reviewed annually. All staff have a health and safety manual issued to them when they are first employed. Sarah attends health and safety meetings quarterly.

To monitor and improve the quality of care, a quality assurance audit is carried out by Sarah annually. The audit uses information gained from:

- inspection of the premises by the responsible individual
- response to staff surveys, residents' surveys, and surveys sent to relatives/friends/professional advisors who visit the home
- analysis of the data gathered on incidents that have occurred in the previous months
- conversations with staff and residents, their relations
- reviews of records on falls or other incidents
- minutes of staff meetings
- staff records including sickness, recruitment, turnover of staff and training plans.

Further to the audit being compiled, meetings are held with Management and plans to rectify problems or make improvements over a timescale are put together

Section 7

Structure of the Company