



Inspection Report on

Parkland Place

**100 Llanellian Road
Old Colwyn
Colwyn Bay
LL29 9UH**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

24 May 2022

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About Parkland Place

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Adferiad Recovery
Registered places	16
Language of the service	English
Previous Care Inspectorate Wales inspection	Click or tap here to enter text. This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Parkland Place offers a therapeutic residential rehabilitation service to people with addiction issues. People's feedback evidences a successful service provision. They praise the therapeutic programme and say staff facilitating this are 'good' and 'relatable' and 'they understand'. These staff are experienced and experts in their work because the service values its staff and proactively supports them to further develop their skills and knowledge. People enjoy the food; it is nutritious, varied and well presented. The menu allows two options and people can choose something different from this if they wish. In addition to the therapeutic activities, recreational activities promote leisurely exercise such as walks in the countryside and at the beach.

A vast range of frequent audits carried out on each aspect of the service help to keep it safe, effective and providing a quality service. The responsible individual has good oversight of the service, attending at least every three months to carry out checks and feedback to the providers. This helps to ensure people are happy with the service and promotes continual improvement.

Although services are provided in a historic country mansion, it has been refurbished and decorated to a high standard in a way that is conducive to a relaxed and comfortable stay. Situated in extensive gardens, there is plenty of outdoor space for socialising and also for quiet time.

Well-being

People staying at Parkland Place have choice and control over most of their day at the service. They can choose when to go to bed and when to get up, providing they attend their therapeutic sessions. They choose their meal options from a menu; if they prefer something different they can have this. Specialist diets are catered for. There are recreational activities offered and people can choose whether they want to engage or not. The manager ensures there are opportunities for people to approach her with any concerns and she seeks their views proactively to be sure they are settling in well.

People's physical and mental health is monitored throughout their stay. Staff are therapeutic practitioners, expert in addiction issues, and people are allocated two specific staff for the duration of their stay. There are daily one-to-one sessions with these staff who can offer the right kind of support and guidance and check on people's well-being. People are encouraged to reflect, explore their personal history and any issues that may be effecting their mental health. Medication is administered by trained staff and health is monitored. Group therapy enables people to share experiences and explore triggers for behaviour and coping mechanisms. Recreational activities include exercise, the opportunity to explore local attractions and enjoy nature.

As staff are trained in protection of vulnerable adults, and safeguarding policies guide practice, people are protected from poor practice or abuse. Staff are also trained to manage challenging behaviours and conflict between people. The manager provides staff with the opportunity for confidential meetings where practice and any concerns can be discussed. These arrangements all help to keep people safe.

Parkland Place is a large house situated in quiet, discreet grounds. The large spacious gardens afford space for peace and isolation and other areas for socialising and playing lawn games. All rooms are bright and modern, furnished and decorated to a high standard. They are comfortable, with en-suite facilities, a double bed, modern furniture and a television with internet connectivity. There are sufficient communal rooms so that people can choose how to spend their day between therapeutic sessions, whether this be joining in the recreational activities or spending time alone. The dining room includes a kitchenette where people can prepare their own drinks and help themselves to snacks, including fruit. People we spoke with were complimentary of their surroundings.

Care and Support

Individuals are provided with the quality of care and support they need through a service designed in consultation with the individual. The service considers people's personal wishes, aspirations and desired outcomes as well as any risks and specialist needs when designing their care and support. Parkland Place is a highly regarded therapeutic facility for people with addiction issues; we saw many compliments from people who have used the service to evidence its success. Records include a comprehensive discharge summary, assessment of current situation, history and needs. Risk assessments are completed for every individual's area of vulnerability such as mental health, forensic history, family situation, treatment issues and any other significant risks. People are involved in every aspect of this information gathering, ensuring a person-centred approach, and their needs are reviewed soon after admission. We saw each person has their own written weekly schedule of activities and therapy sessions to provide structure and ensure clarity of expectations. People we spoke with confirmed they are clear what is expected of them and they have choice about engaging in recreational activities. They said the food is very good; the staff relatable, approachable and effective in their work. We saw compliments from people who have used the service; one said *'everyone is amazing, thank you for everything, you have helped me become my authentic self'*. People are happy with the therapeutic support they receive.

The service provider has mechanisms in place to safeguard vulnerable individuals to whom they provide support and care. The manager is present throughout the week and makes herself visible to people. She asks about their well-being daily and seeks people's views on how they find the service. People have daily one-to-one support with the staff assigned to work with them, providing an opportunity to raise any concerns confidentially. Staff are trained in safeguarding and they must adhere to safeguarding policies designed to protect people. Audits on all aspects of service provision are carried out with great frequency to help ensure effective, safe practices.

The service provider promotes hygienic practices and manages the risk of infection. Staff and visitors wear masks in communal spaces, everyone must sign in a visitors log when they arrive at the service and hand sanitising solution can be found in various places around the building.

There are safe systems for medicines management. A record is kept of medication administered and weekly audits of medication is undertaken including a drug count to help ensure there are no errors. Currently medication is stored and administered from a secure storeroom; the manager has been proactive in identifying ways to improve this arrangement. A larger room is to be used with easy access to hand wash facilities, drinking water, seats for people taking their medication and greater workspace. This will provide additional privacy and dignity for people receiving treatment.

Environment

The service provider ensures that individual care and support is provided in a location and environment with facilities that promote achievement of their personal outcomes. The property is a grand, historic building which has been modernised and refurbished to a high standard. It is unseen from the main road and stands in its own, vast, grounds offering privacy in peaceful surroundings. All bedrooms are tastefully decorated and furnished, providing a calm and comfortable place to relax. Large windows afford a pleasing view of the gardens and provide lots of natural light for reading. Internet connected television is in each bedroom allowing people to choose what they watch when they want to watch it. Similarly, communal rooms are fresh and bright and create a calming environment. There are sufficient communal spaces to allow people peace and solitude or to engage with others in therapeutic recreational activities. Additionally, one room includes a kitchenette so people can help themselves to breakfast, snacks and drinks. The housekeeper has a cleaning schedule and we saw the property is kept to a high standard of cleanliness. Externally the extensive grounds provide plenty of space to enjoy quiet time or socialise with others. There are large lawns with some seating provided, a barbecue area and vegetable allotments for people who want to engage in gardening. Some people have asked for an on-site gym facility and the provider plans to convert an outside building for this purpose.

The service provider identifies and mitigates risks to health and safety. We saw audits are carried out on the building; the housekeeper and staff report any repairs required and the maintenance staff keep a log of what is required and actioned. Numerous checks and measures are in place to keep the building safe; an inspection to check the condition of the electric installation, testing of electrical appliances, safety of water temperatures including tests for legionella risks, and heating, all help to keep the property safe. Fire safety is ensured through provision of tested fire equipment, emergency lighting, a sprinkler system and conspicuous well-lit fire exit signs. Staff are trained in fire safety and there are evacuation instructions posted in every room and in the information pack.

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service and to ensure quality care is provided. Individuals using the service are well supported to achieve their personal outcomes. The responsible individual for the organisation in respect of Parkland Place visits frequently and at least every three months, completes audits and checks on different aspects of the service. A quarterly review is then produced, which captures all that is found on these visits. We saw every aspect of the home is audited, people using the service are encouraged to complete a survey before they leave and make any suggestions to improve the service. There is a 'Quality review recommendations and actions document' and 'Compliance and Quality Audit July 21'. Together these provide assurance the service is constantly assessed to ensure it complies with its statement of purpose well.

People are supported by a service that provides appropriate numbers of staff who are suitably fit and have the knowledge, competency, skills and qualifications to provide the levels of care and support required to enable individuals to achieve their personal outcomes. We saw how support is delivered and what is required to ensure this happens well. Staff rotas show each person has two staff allocated to them throughout their stay so they have continuity of support, become familiar and feel comfortable with that person. There is a housekeeper, a maintenance person and a cook. There is an administrator and a manager and three support staff on duty at any one time in the day. This meets the number the service requires to deliver the group sessions and individual one-to-one therapy. The catering audit completed by the chef recently identified the need for more assistance in the kitchen and this is being arranged; this illustrates the responsible individual listens and values the staff.

The provider's training academy encourages staff to progress and develop more expertise in their work. A vast range of training in relevant topics is offered and shows commitment to creating an expert staff group. We heard people compliment the ability of staff. We saw staff work confidently, they felt comfortable using their own initiative and making independent, informed decisions regarding someone's support.

The service provider has oversight of financial arrangements and investment in the service so that it is financially sustainable and supports people to be safe and achieve their personal outcomes. The building has been refurbished and decorated throughout to a high standard. The comprehensive audits include information about occupancy so the providers are always kept aware. Recently the availability of in-house expertise and further investment has enabled diversification of the service's therapeutic provision. Parkland Place can now offer therapeutic services to help with a wider range of addictions. More

people will now benefit from the services provided to treat addiction and the service will continue to grow.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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