



Inspection Report on

Stow Park Nursing Home

**Stow Park Nursing Home
31 Stow Park Avenue
Newport
NP20 4FN**

Date Inspection Completed

18/03/2024

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About Stow Park Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Ogwr Care Ltd
Registered places	31
Language of the service	English
Previous Care Inspectorate Wales inspection	18 March 2024
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Stow Park is a registered service in the Newport area. The service is organised and tidy and meets the needs of the people who live there. The planned upgrades will further enhance the facilities available at the service.

There is a knowledgeable staff team in place who are well trained and supported by management. Staff feel confident in their roles and enjoy their work. Management are closely involved in the day to day running of the service and have good oversight of the service.

People who live at the service are happy. They enjoy a variety of activities and experience positive and caring relationships with staff. Families are happy with the support their relatives receive.

Well-being

People enjoy their time at the service. We observed people interacting with each other and staff as well as enjoying the activities available to them. People at the service have control over their day to day lives as much as possible. People at the service have been involved in the planned renovation works at the service by sharing their preferences for décor.

Families are able to visit whenever they choose, and people enjoy these visits. One family member told us "*it's almost like being at home*". Families are involved in the planning and review of their relative's care. There are also regular visits from the hairdresser and other professionals to promote the wellbeing of the people who live there.

People are treated with dignity and respect in the service. People are supported to be as independent as possible, and their choices are respected. People are encouraged to participate in activities, but quieter more personal interactions take place as well as the larger events like singers and dancing groups.

The service is working towards providing an "Active Offer" of the Welsh language. It anticipates, identifies and meets the needs the Welsh language and cultural need of people who use, or may use, the service.

We observed a sociable lunchtime experience at the service with lots of positive interactions between care workers and people at the service. Staff are there to assist people who need support.

There are protocols in place to protect people from having their freedoms restricted unnecessarily. There are risk assessments and management plans to keep people safe and to provide as much independence as possible.

Care and Support

People receive a good standard of care at the service. People are happy at the service and experience positive and meaningful interactions with care staff. Care staff are attentive and respond to people's needs. People's likes and preferences are considered at mealtimes. If people do not like any of the menu options available alternatives are provided to meet the person's wishes.

There are a variety of activities available to people who live at the service. Examples include visiting schools, singers and dancers and local church services too. People have choice of the things they can do each day. Families we spoke to told us there are lots of activities at the service.

People's personal plans contain lots of helpful information about each person. Plans include information shared by their families. People's strengths are identified, and it is clear how care staff can support each person. Personal plans are reviewed regularly and consider recent events when considering if any changes are needed. Family members views have been noted in review meetings. External agencies like the General Practitioner (GP), or Memory clinic are contacted as needed to maintain people's health and wellbeing. There are risk assessments in place which are reviewed regularly to ensure the health and safety of people living at the service. There are a variety of other assessments in place to support and upholds people's rights and promote independence. Care records are recorded regularly but do not always contain sufficient detail on people's mood or general wellbeing.

The service's medication management is good. There are systems in place to ensure safe administration of medication to people living at the service. There is good managerial oversight of these systems to ensure any issues are identified and acted upon quickly.

Families told us they were happy with the service. One family member told us they were "*totally happy*" with the care their family member received. Another family member told us "*staff are very friendly here, the home is lovely and clean*".

There are clear policies and procedures in place within the service to ensure the safety and protection of people who live there.

Environment

The service is safe and secure for the people living there. The refurbishment programme is continuing throughout the service, and the work already completed is done so to a high standard. There are plans for more works to be completed this year, which will provide a further improvement to the facilities within the service.

The service is clean and tidy. Communal spaces are nicely decorated and styled with seasonal decorations. These decorations make spaces attractive and inviting to people who live at the service, staff and visitors alike. The service is clutter free and so people can move around the service safely.

There are lounge rooms and dining rooms available on each floor of the service. There are also rooms available to use by any visitors. All communal spaces have refreshments readily available to all people who live at the service and their visitors.

The garden area at the service includes a level patio area. There are benches and chairs as well as bird houses and flower beds. There are some areas within the garden that need repair and improvement.

There are checks in place to ensure regular maintenance of the service. There is sufficient oversight of the service to ensure the service remains a safe and secure environment for people who live there. The service has a rating of four by the Food Standards Agency which demonstrates good levels of hygiene. There are safety plans in place for people who live there.

Where people choose to stay in their rooms throughout the day, they are able to call on staff if they need to. People's rooms are personalised and decorated to their individual taste.

There are stations throughout the home where staff can find Personal Protective Equipment (PPE).

Leadership and Management

There is good leadership and management at this service. The manager and deputy manager feel well supported by the Responsible Individual (RI) of the service. The RI has good oversight of the service, and ensures to spend time with people living at the service during their regulatory visits. There are systems in place to ensure oversight and governance to promote smooth running of the service. The statement of purpose outlines what the service aims to achieve. This document does require some slight updating to ensure it reflects the current service.

There are enough staff available to meet the needs of the people who reside at the service. Staff informed us they are happy at the service and are confident in their job roles. Staff told us they feel well supported by management. Families told us they felt able to approach management or staff of the service and discuss any issues as needed.

Recruitment practices are safe and robust at the service. All the required checks for recruitment are completed. Staff receive frequent supervision, which is of a high quality and meaningful to staff. Topics discussed include staff responsibilities, performance, training, staff wellbeing, and any areas of concern.

There is a high compliance with mandatory training completed by staff who work at the service. The manager is in the process of introducing additional training courses for the staff to undertake which will enhance their learning and improve their skills.

There are a number of policies and procedures in place within the service. These meet the needs of the service and are reviewed when needed.

Management have good oversight of staff's registration with external bodies, e.g. Social Care Wales, and Nursing and Midwifery Council.

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