

Eastgate Care Ltd

# Park House

## Inspection report

Cinderhill Road  
Bulwell  
Nottingham  
Nottinghamshire  
NG6 8SB

Tel: 01159791234

Date of inspection visit:  
01 February 2022

Date of publication:  
10 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Park House is a residential care home providing personal and nursing care to 38 people on the date of inspection. The service can support up to 68 people. Some people residing at the service were living with dementia.

The service accommodates people in one adapted building, set over two floors with lifts to allow full accessibility for people. It has a large communal lounge and dining area for people, with access to a well-maintained accessible garden area with outdoor seating.

We found the following examples of good practice.

The provider was working effectively to implement the recommendations of an infection prevention and control audit conducted by an external health team in November 2021.

The service was clean with frequent cleaning of high touch areas. Best practice guidance was being followed and maintained by staff across the service in relation to infection prevention and control.

The provider had systems in place to effectively manage an outbreak of COVID-19. Staff were trained and followed safe infection prevention and control procedures, including the safe wearing and disposal of personal protective equipment (PPE) and regularly cleansing their hands.

The provider had ensured a sufficient stock of personal protective equipment (PPE) was available to staff. PPE stations were placed outside rooms when people were isolating and provided at PPE stations across the service, to ensure staff had access to this when it was required.

Staff were participating in the testing and vaccination programme. People using the service and their relatives or essential care givers had been supported to participate in the COVID-19 testing and vaccination programme. People's individual risks in relation to COVID-19 had been assessed. Care plans had been updated to reflect any individual risks related to COVID-19 for people.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Park House

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 1 February 2022 and was announced. We gave the service two days' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

### How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The service was clean and well maintained throughout. The provider was undergoing an extensive refurbishment programme, which included decoration and reflooring. We found that some flooring replacement in the downstairs communal areas was yet to be completed. We saw a planned schedule of these works, which we were assured by.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

### Visiting in care homes

- During the COVID - 19 outbreak the provider had closed the home to non-essential visitors. People were supported to contact their relatives and friends through window visits and telephone calls.
- The manager was aware of the Government guidelines to enable essential care givers to continue to visit the home, if they wished to during lockdown.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

