

# Athena Healthcare (Park Road) Limited

# Parklands Lodge

## Inspection report

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22 February 2022

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Parklands Lodge is a purpose-built service and provides residential and nursing care to older people, including those living with dementia. The service is registered to support 70 people, and 30 people were being supported at the time of the inspection.

We found the following examples of good practice.

An electronic 'booking in' procedure was in place for visitors to the home including, evidence of a negative lateral flow test and COVID-19 vaccination. This helped prevent visitors spreading infection on entering the premises.

The home facilitated face to face visits, in line with government guidance. Both the registered manager and provider implemented any changes in government guidance accordingly. Visitors were kept up to date through telephone and email communication.

The home had a designated visiting room which had its own entrance, meaning that visitors did not have to enter the home if so preferred. However, visits were also permitted in peoples' rooms. A marquee had been installed to permit garden visits in the warmer weather. Alternatives to in-person visitation, such as virtual visits, were also supported, as and when necessary.

People and staff were tested regularly for COVID-19. Staff employed at the home had been vaccinated, to help keep people safe from the risk of infection. Some staff had received their COVID-19 booster vaccinations. In the event that a person refused to be tested, risk assessments were used to help minimise any risk of infection transmission.

The home was clean, hygienic and well maintained, full time domestic staff helped implement good infection control practices.

Infection control policies and procedures helped ensure that the home adopted best practice which complied with current guidance. Cleaning schedules and audits were in place to help maintain cleanliness and minimise the spread of infection. High touch point areas such as light switches and door key code pads were sanitised two hourly.

Staff were trained in how to put on and take off PPE. The registered manager conducted visual observations and assessments of this. The home had adequate supplies of appropriate PPE. Staff had a designated area of the home where they could change into their uniforms and put on PPE before each shift.

The registered manager maintained links with external health professionals to enable people to receive the care and intervention they needed.

## 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**

# Parklands Lodge

## **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 22 February 2022 and was announced. We gave the service 24 hours 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 assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- 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

The home was facilitating visits for people in line with government guidance. Visitors had the choice of visiting the person in their room or in a designated visiting area of the home.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.