

Paramount Care (Gateshead) Limited

# Paramount Care (Gateshead Ltd)

## Inspection report

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## 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

### About the service

Paramount Care (Gateshead Limited) is a residential care home providing personal care to 20 people with a learning disability.

### People's experience of using this service and what we found

Staff maintained effective infection prevention and control (IPC) practices. The environment was clean. Staff understood the procedures to minimise the risks of infection. The provider had introduced checks to make sure visitors were safe to access the service. Staff used personal protective equipment (PPE) appropriately.

Staff told us safe staffing levels were maintained. Staff received the training, guidance and support they needed to care for people when they were distressed.

Incidents and accidents were investigated, and action taken to keep people safe.

The last rating for this service was good (published 12 October 2018).

### Why we inspected

We undertook this targeted inspection to check on IPC practices and follow-up on recent anonymous concerns relating to staffing levels, managing behaviours that challenge and responding to incidents and accidents. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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

We always ask the following five questions of services.

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

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Paramount Care (Gateshead Ltd)

## **Detailed findings**

## Background to this inspection

### The 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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also reviewed staffing levels as there had previously been anonymous concerns raised.

### Inspection team

One inspector carried out this inspection.

### Service and service type

Paramount Care (Gateshead) is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service did not have a manager registered with the Care Quality Commission. The current manager had applied to become the registered manager, this was being considered. The registered manager and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

### Notice of inspection

We gave 24 hours-notice of this inspection to check it was safe for us to visit the service.

### What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

#### During the inspection

We spoke with six staff including the manager, deputy manager and support workers. We reviewed a range of records relating to IPC procedures, staffing levels and incidents.

#### After the inspection

We reviewed additional information the manager sent to us.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check IPC practices following a recent outbreak of coronavirus and previous anonymous concerns relating to staffing levels, managing behaviours that challenge and responding to incidents.

Staffing and recruitment; Assessing risk, safety monitoring and management

- The manager ensured enough skilled and experienced staff were deployed. They also regularly reviewed staffing levels regularly to ensure they remained at an appropriate level to meet people's individual needs.
- Staff confirmed there were enough staff to meet people's needs. One staff member commented, "There is enough staff, it has not been an issue. Staff go above and beyond (to meet people's needs)."
- The registered manager regularly reviewed staffing levels to check they were at the correct level.
- We did not review recruitment during this targeted inspection as we had not received any concerns in this area.
- Following the recent whistle blowing concerns we reviewed training records. These confirmed all staff had completed recent training relating to managing behaviours which challenge. When we inspected the content of this training was being reviewed and updated to make sure it was effective.
- Staff felt confident to support people when they were anxious or distressed. One staff member told us, "I have completed in-house training. People are supported really well. They all have input from health professionals."

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.

#### Learning lessons when things go wrong

- Incidents and accidents were analysed monthly and used to help identify trends and learn lessons.
- Where required, staff contacted health professionals for specialist advice to help keep people safe.