

Mr & Mrs K Banks

Park Grove

Inspection report

2-4 Liverpool Road North
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25 August 2020

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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

Park Grove is a residential care home providing personal and nursing care for up to 32 people aged 65 and over in one adapted building.

We found the following examples of good practice.

- The provider had been proactive in identifying the risks from COVID-19. They had taken prompt steps to protect people. This had included the early introduction of restrictions on visitors to the service. They had also purchased additional personal protective equipment, (PPE), before the national disruption of supplies.
- The home had set up an infection control (IPC) station in entrance so all visitors could be monitored and risk assessed. This included a declaration to confirm they were well and a digital temperature check.
- The home had rearranged communal areas so the most vulnerable groups were protected by having dedicated staff teams. The upstairs area was a separate cohort of staff and meals were sent up in the lifts. This was to reduce the movement of care and kitchen staff around the home.
- People were supported to maintain safe distances when in the lounges, for example by placing a coffee table between people. The home had decluttered to ensure robust cleaning regimes in the event of an outbreak. This included removal of heavy lounge and dining room curtains.
- A staff sleep over area had been developed in the event of an outbreak in the home so staff had the option not to go home and put their families at risk.
- Each person had a COVID-19 care plan and risk assessment that included measures of what to do if a person refused a test. This set out the Mental Capacity Act process and how a best interest decision was to be made.

Further information is in the detailed findings below.

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The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Park Grove

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 25 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

S5□ 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 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.

We have also signposted the provider to resources to develop their approach.