

Acer Healthcare Operations Limited

Parkview House

Inspection report

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12 February 2021

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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

Parkview House accommodates up to 53 people of all ages some of whom may be living with dementia, sensory impairment or physical disability. At the time of this inspection, 30 people were using the service.

We found the following examples of good practice.

- The provider followed safe infection prevention and control (IPC) procedures to ensure people, staff and visitors were protected from the risk of infection.
- The provider installed a thermal camera at the entrance of the service to test staff and visitors' temperatures. This camera also had an additional feature that identified whether staff and visitors were wearing the masks correctly. It alerted the manager where masks were not worn appropriately.
- The provider had appropriate visiting arrangements to ensure people could receive visits safely. Relatives visiting people accessed the booth with a glass window and speaker system specially built for them to interact with people safely. A staff member met relatives outside the main entrance, checked their temperature and provided them with hand sanitiser and masks before escorting them through the side entrance to the booth. This helped to reduce the risk of infection. Where relatives were unable to visit people, staff supported them to stay in touch with their loved ones via video calls.
- People, staff and visitors were supported to follow the government's guidance on wearing personal protective equipment (PPE) and social distancing.
- The premises were cleaned and disinfected frequently to help prevent the spread of infection. Hygiene stations were put in place throughout the service that were sufficiently stocked with hand sanitisers and PPE. All staff commuted via COVID-19 certified taxis paid by the provider, this further reduced the risk of catching the infection.
- The provider followed the government's guidance on carrying out COVID-19 testing and made suitable arrangements to test people, staff and visitors.
- All staff received appropriate training and support to prevent and control the spread of infection. Staff only worked on assigned units thereby minimising the risk of cross infection. Staff wellbeing was supported if they became unwell and when they returned to work.
- The manager was well supported by the provider and their COVID-19 lead. They also sought support and advice from external agencies including the Clinical Commissioning Group, the local authority, Public Health England and local health teams to help keep people and staff safe.

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

Parkview 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 12 February 2021 and was announced.

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 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.