

Eastgate Care Ltd

# Park House

## Inspection report

Cinderhill Road  
Bulwell  
Nottingham  
Nottinghamshire  
NG6 8SB

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21 October 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 House is a care home that can provide personal and nursing care to up to 68 people, some of whom live with dementia. The home is situated on the outskirts of Nottingham city. The accommodation for the designated scheme is in a purpose-built unit, separate to the main building, offering communal spaces and personalised en-suite bedrooms for up to 14 people.

The unit is currently unoccupied, and is set over two floors, with three rooms on the lower level to accommodate people with the highest level of need, and 11 rooms upstairs. The unit is accessible by a wheelchair and stretcher accessible lift and ramp from an entrance which is separate from the main entrance to the building. The building has access to its own garden area.

We found the following examples of good practice.

- The compliance manager was responsible for ensuring staff followed best practice guidance in personal protective equipment (PPE) and infection control policy and procedures.
- Staff had received training in the appropriate use of PPE, and the provider had ensured they had sufficient supplies and suitable contingency plans.
- The location had been reviewed and assessed to ensure the required safety measures were followed at each stage to reduce the risks of cross infection.
- Staff were to be employed and contracted to work only in the designated scheme for the duration of their contract. They would be expected to follow the policies, protocols and standards of the provider.
- Staff were to take on lead responsibilities in relation to infection control, these linked into local and national guidance.
- Additional time had been allocated to ensure the home was cleaned on a rotational basis to minimise the risk of infection. Robust measures were in place for laundry transfer.
- Consideration had been given to enabling people to retain contact with loved ones during their stay, using electronic methods and the use of telephones. Bedrooms had access to televisions, to ensure people were provided with something to keep them occupied and stimulated.
- Risk assessments had been completed for the staff on site or returning after shielding or a period of isolation. These ensured measures were taken to minimise the risks, this included any additional risk for people in the Black, Asian, Minority, Ethnic or other high-risk groups.
- Any visitors would be risk assessed and arrangements would be in place to support rotational visits for larger families or for people who were receiving end of life care.
- The compliance manager showed robust leadership and expressed how positively the staff team had worked together. to ensure all measures were in place to reduce infection risks and continuously followed.
- Measures were in place to appropriately support people with a positive Covid 19 diagnosis. This was to ensure staff followed guidance to reduce the risk of transition to other parts of the service.

Further information is in the detailed findings below.

## 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 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.

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 review of infection control and prevention measures in care homes.

This inspection took place on 21 October 2020 and was announced on the day of inspection, by arrangement with the compliance manager. The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status.

This inspection was to ensure that the service was compliant with infection control and prevention measures. We were assured that this service met good infection prevention and control guidelines as a designated care setting

# 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 would prevent visitors from catching and spreading infections.
- We were assured that the provider would meet shielding and social distancing rules.
- We were assured that the provider would admit people safely to the service.
- We were assured that the provider would use PPE effectively and safely.
- We were assured that the provider would access testing for people using the service and staff.
- We were assured that the provider would promote safety through the layout and hygiene practices of the premises.
- We were assured that the provider would make sure infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.