

Trust Care Ltd

# Flower Park Care Home

## Inspection report

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23 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

Flower Park is a residential care home providing personal and nursing care for up to 41 people. At the time of our inspection there were 40 people residing at the service, some of whom were living with dementia.

We found the following examples of good practice.

The provider had taken steps to support people to maintaining contact with family and friends. Some relatives were essential care givers, whilst others preferred to use the visiting pod and utilise window visiting. People had also been supported to maintain contact with family and friends via telephone, video calls and social media.

On arrival to the home, visitors were asked to complete and sign a screening form regarding COVID-19 symptoms and were asked to wash and sanitise their hands, put on personal protective equipment (PPE), show a negative lateral flow test and have their temperature checked prior to moving from the reception area.

Professional visitors were required to show a negative lateral flow test and evidence of COVID-19 vaccination.

Social distancing was observed as far as it was practicable to do so. PPE, hand washing facilities and hand sanitiser was available throughout the home. Staff had completed training in infection control, COVID-19 and putting on and taking off PPE.

Staff and people using the service took part in the home's testing programme. This enabled the provider to take swift action if they tested positive with COVID-19.

The home was clean and well presented. Staff had access to cleaning products and cleaning schedules included high touch areas such as door handles and handrails, which were cleaned regularly.

## 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**

# Flower Park Care Home

## **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 23 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 provider was facilitating visits for people living in the home in accordance with the current guidance.

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.