

Akari Care Limited

Park House

Inspection report

Fawdon Lane
Fawdon
Newcastle upon Tyne
Tyne and Wear
NE3 2RU

Tel: 01912856111

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12 April 2021

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21 April 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Is the service responsive?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Park House is a care home providing personal and nursing care for up to 50 people, some of whom are living with a dementia related condition. There were 25 people living at the service at the time of our inspection.

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

People we spoke with were positive about the care and support they received. One person told us, "The food here is good. I can't remember what I am having for lunch, but the food is always nice. I'm happy here. They do look after me." We observed positive interactions between staff and people using the service throughout our visit. People looked relaxed in the company of staff and laughed and shared jokes.

Arrangements were in place to ensure safe infection control and prevention practices were followed. Policies and procedures followed government guidance and staff had received training in the appropriate use of PPE. When asked staff were able to explain the correct process for the putting on and taking off of PPE.

People received safe care and support which was person centred. Care and support plans were personalised and contained information on people's preferences for how they wished to receive care.

Risks to people's safety had been assessed and there was guidance in place to manage these risks appropriately. We spoke with one staff member who explained the measures in place to support one person to remain safe. This explanation corresponded with the risk assessments and guidance in the person's care plan.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good (published 18 July 2019).

Why we inspected

We undertook this targeted inspection to check specific concerns we had received about people not receiving person centred care and risks to people's safety not being assessed. 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

Is the service responsive?

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

Park House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had about people not receiving person centred care and risks to people's safety not being assessed.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was undertaken by one inspector.

Service and service type

Park House 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 had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. They were not present during this inspection.

Notice of inspection

This inspection was unannounced.

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, the infection control nurse and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England.

We used all of this information to plan our inspection.

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.

During the inspection

We spoke with three people who used the service about their experience of the care provided. We spoke with seven members of staff including the regional manager, the regional support manager, a nurse, care workers and housekeeping staff.

We reviewed a range of records. This included three people's care records and risk assessments. A variety of records relating to the management of the infection prevention and control.

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 specific concerns we had about people's safety. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- There were arrangements in place to assess and manage risks to people's safety appropriately.
- Checks were in place to ensure the premises and equipment were checked and managed to support people to remain safe.
- The provider had a business continuity plan in place which covered actions for staff to take in emergency situations such as fire, loss of utilities and a lack of staffing. This supported people to receive a safe and effective service.

Preventing and controlling 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.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

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 have specific concerns about.

The purpose of this inspection was to check specific concerns we had about people receiving person centred care. We will assess all of the key question at the next comprehensive inspection of the service.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- Care and support plans were personalised. They contained information on people's preferences for how they wished to receive care.
- People's needs were reviewed regularly, or as required by care staff who recognised when people's needs had changed.
- Handover information between staff at the beginning of each shift ensured important information about people was shared and acted upon.
- People had a range of activities they could be involved in.
- People were supported to maintain relationships with people that were important to them. The service had also supported people to take part in virtual calls with college students to develop links within the community during the pandemic.