

Parkview Gloucester Ltd

Park View Gloucester

Inspection report

Park View
Trier Way
Gloucester
Gloucestershire
GL1 1AN

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16 February 2021

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Tel: 01452671499

Website: www.parkviewgloucester.co.uk

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Park View Gloucester provides personal care for up to 102 people. It provides care for older people, people with physical disabilities and people living with dementia. There are a range of communal areas where people could spend their time whilst socially distancing. The home also had its own gardens and outdoor spaces which people could enjoy. At the time of our visit people were living at Park View Gloucester.

Park View Gloucester was managing a COVID-19 outbreak which had impacted on the service since January 2021.

We found the following examples of good practice.

- Visits to the home were currently suspended. However, where people were at the end of life, or where otherwise essential, visiting had been supported in agreement with the person's GP. One relative had been supported to join the home's COVID-19 testing processes to enable them to visit their relative at the end of life. Alternative ways, including the use of technology, had supported people's ability to remain in contact with their relatives.
- The home where appropriate, supported people to self-isolate in accordance with best practice guidance. People were being supported in their rooms. Personal Protective Equipment (PPE) stations were in place outside people's rooms, where required.
- At the time of our inspection, staff were wearing PPE appropriately. The registered manager was reviewing the use of PPE and ensuring the service followed the appropriate guidance.
- Admission to the home was completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test result and supported to self-isolate for up to 14 days following admission to reduce the risk of introducing infection.
- People's health and wellbeing was monitored. People were observed for symptoms of COVID-19 and other potential infections. The majority of people and staff had been vaccinated and the registered manager was ensuring every person had access to the COVID-19 vaccine.
- Action had been taken to reduce the risk of infection spreading which had included the isolation of people affected by COVID-19, shielding of people who were vulnerable and the cohorting of staff to reduce the spread of infection.
- People and staff were tested in line with national guidance for care homes. The registered manager and staff understood the actions required if a member of staff or resident tested positive or exhibited symptoms associated with COVID-19.

- As part of full infection control measures laundry and waste arrangements had been correctly implemented to reduce the spread of infection.
- Cleaning schedules had been enhanced and were followed by housekeeping staff and care staff. Staff and the management were reviewing cleaning processes. The registered manager had developed tailored audits in relation to COVID-19.
- The provider's policy for managing COVID-19 and related infection prevention and control procedures had been reviewed. COVID-19 guidance was also kept up to date for staff reference.
- Staff had received training and support in relation to infection control and COVID-19. During the time the home was closed, staff were supported to complete further training in relation to COVID-19.
- The registered manager was aware of promoting the wellbeing of staff and residents. Staff felt they were supported at all times. Staff felt supported to ensure people's health needs were maintained. The service had ensured people were supported with their wellbeing needs and provided activities and one to one engagement whilst promoting social distancing where possible.
- The registered manager was proactive in their desire to learn and develop the service through the pandemic. This included working with healthcare professionals on identifying how COVID-19 impacted people.

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 was following safe and correct infection prevention and control procedures.

Inspected but not rated

Park View Gloucester

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 16 February 2021 and was unannounced.

Is the service safe?

Our findings

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.