

# Barchester Healthcare Homes Limited

## Kings Park Care Home

### Inspection report

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25 January 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

Kings Park Care Home is a purpose-built home in a residential area of Bournemouth. It is registered to provide care, treatment and support for up to 68 people some of whom were living with dementia. The home is split over three floors which are accessible by stairs or a lift. There were 24 people receiving a service at the time of the inspection.

We found the following examples of good practice.

There was a clear procedure in place to safely welcome visitors to the home. Visitors were asked to sign in, show their COVID-19 pass to highlight their vaccination status, show evidence of taking a Lateral Flow Device test and have their temperature taken. There was a supply of face masks available for visitors and hand sanitisers were available at the entrance to the home and throughout the premises.

People were cared for by staff trained in safe infection, prevention and control, (IPC) practices. Staff took part in regular training sessions that ensured they followed current IPC guidelines to reduce the risk of cross contamination and to help keep people safe. There was a plentiful supply of personal protective equipment, (PPE), such as masks, aprons and gloves. PPE complied with current government standards and was used in line with government guidance.

People told us they felt safe and appreciated the care and support they received from the staff. One person told us, "The staff all wear masks. I think it's good, it makes me feel secure." People told us they were pleased to see their visitors and looked forward to their visits. A relative told us, "There is always PPE available... there is hand sanitizer available in the lobby and all the staff wear their masks. It's always clean, well ventilated, uncluttered and well maintained."

We asked people what their views were on staff wearing masks. People told us it made them feel safe, they understood it was to help prevent the spread of infection.

There was a clear system in place to ensure people and staff received their tests in line with government guidance. People living at Kings Park Care Home, and the staff team, were fully engaged in both the COVID-19 vaccine and testing programmes.

The service ensured people and relatives were kept informed of the current COVID-19 guidelines. Regular e mail publications were sent from the provider to people and their relatives. The registered manager and staff knew their visitors well and were able to keep people informed through their visits and telephone and e mail communications.

The service made good use of technology to ensure people could maintain contact with people that were important to them. People had the use of virtual video calling facilities using the internet, electronic tablets, computers and laptops as well as the use of telephone and e mail.

The service had been built during the COVID-19 pandemic and incorporated airy, spacious communal areas that lent themselves well to social distancing. The premises and equipment were visibly clean and all areas were well ventilated and uncluttered to ensure people's safety. The service had robust cleaning systems in place with scheduled daily, weekly and monthly cleans and frequent high touch point cleaning for high risk areas such as door handles, hand rails and light switches. Cleaning products used were in line with government guidelines and were effective against COVID-19.

Policies and procedures were in line with current government guidance and used to inform staff, people and their families. Governance arrangements ensured that IPC policies and procedures were met.

## 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**

# Kings 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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures 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 25 January 2022 and was unannounced.

# 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.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.