

Hall Park Healthcare Limited

Hall Park Care Home

Inspection report

Squires Avenue
Bulwell
Nottingham
Nottinghamshire
NG6 8GH

Tel: 01159758750

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12 November 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

Hall Park Care Home is a 'care home' situated in the Nottingham suburb of Bulwell. It provides accommodation for up to 62 older people or people living with dementia. At the time of this inspection, 47 people were living at the service.

We found the following examples of good practice.

- The provider had developed robust "meet and greet" protocols for visitors to the home. Staff took visitors temperatures and completed a simple screening questionnaire to ensure visitors were well at the time of the visit. Personal protective equipment (PPE) was available in the reception area in case visitors did not have their own PPE.
- People were supported to stay safe when they met their friends and/or family members by ensuring meetings were carried out in line with national guidance.
- Changes had been made to meal times and communal environments to promote social distancing.
- There were detailed risk assessments to manage and minimise the risks COVID-19 presented to people who used the service, staff and visitors. The manager carried out daily walk rounds to ensure the home was clean and staff followed the PPE guidelines.
- The provider implemented comprehensive guidance and a flow chart to ensure all staff knew what to do in case there was an outbreak of an infection.
- Staff used a separate entrance to the home that led them in to the staff room. Staff changed their uniforms at the start and end of their shift to reduce the risk of cross infection.
- People were not admitted to the home unless they tested negative for COVID-19. There were procedures in place to isolate new admissions for a further two weeks to ensure they were free of the virus.
- The home took part in the whole home testing process. People at the home were supported to decide if they wanted to take part in testing. If people were unable to make this decision for themselves, best interest discussions were held with relatives and other professionals involved in their care.
- Wellbeing support was offered to staff should they need it. This included signposting staff to a confidential helpline if they had any anxieties about working during the COVID-19 pandemic. The provider had also given staff bonuses and small gifts to say thank you for their hard work.
- Cleaning schedules had been increased and additional audits had been implemented to monitor cleanliness and staff compliance with the provider's infection control policy. Cleaning of the communal areas and touch points was completed more frequently.

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

Hall 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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 12 November 2020 and was announced.

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 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.