

Black Swan International Limited

Park House

Inspection report

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18 March 2021

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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

Park House is a residential home providing personal care for up to 26 younger adults and older people; there were 20 people living there at the time of this inspection. Accommodation is over two floors and is an adapted period building situated in Great Yarmouth.

We found the following examples of good practice.

- The people who used the service had been consulted and kept informed throughout the COVID-19 pandemic. Associated person-centred care plans and risk assessments were in place and consent had been sought for testing and vaccinations. People had been consulted on whether they wished to remain as one household or split into smaller bubbles.
- Staff had supported the people who used the service to keep in regular contact with those they loved. A variety of methods were in place as per government guidance including outdoor visits, indoor visits, window visits, virtual video calls, letters, photographs and emails. A social media site for the home was updated regularly to provide reassurance to family members.
- The service had robust policies and procedures in place relating to infection prevention and control that we observed being adhered to during our inspection. They were in line with all current government guidance.
- There was clear signage in place for all visitors to the home that explained what processes were in place to ensure they did not introduce and spread COVID-19. We saw these being adhered to during our inspection when district nurses visited the service. We saw a symptom check was completed and that evidence was sought of a recent and clear negative COVID-19 result from a lateral flow test as required by current government guidance.
- The home was visibly clean throughout with procedures in place to ensure all areas were effectively cleaned on a regular basis. A person who used the service told us their room was cleaned every day and that it always remained clean and hygienic.
- Staff demonstrated good knowledge in infection prevention and control and staff leads for this topic were in place. We saw that social distancing was in place and that staff wore personal protective equipment (PPE) as per government guidance. A staff member was able to correctly explain how to don and doff PPE.

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

Park House

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 COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 18 March 2021 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.