

St. Martin's Care Limited

Park View Care Home

Inspection report

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

About the service

Park View Care Home provides accommodation and personal care for up to 65 people; some of whom have a dementia related condition. There were 57 people living at the home at the time of our inspection.

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

Government guidance relating to safe working practices including the management of waste and the use of personal protective equipment (PPE) was not always followed by staff. An effective system to assess and monitor infection control and other aspects of health and safety was not fully in place.

People's needs were met by the number of staff on duty. Staff told us they had worked hard as a team to help ensure people received appropriate care and support. Safe recruitment procedures were followed.

Medicines were managed safely. Staff were knowledgeable about safeguarding procedures and raised no concerns about people's care and support.

The service had been through a difficult period due to the Covid-19 pandemic. Staff spoke positively about working at the home and the people they supported. We observed positive interactions between staff and people.

The registered manager and provider took action to address the concerns we raised. The nominated individual and registered manager were open and honest and told us that improvements had been made and lessons had been learnt following our inspection.

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 25 January 2018).

Why we inspected

We undertook a targeted inspection to look at infection control. However, we found shortfalls with infection control, so we widened the scope of the inspection to become a focused inspection which included the key questions of safe and well-led.

The overall rating for the service has changed from good to requires improvement. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Park View Care Home on our website at www.cqc.org.uk.

Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection.

We have identified two breaches of the regulations relating to safe care and treatment and good governance. Please see the action we have told the provider to take at the end of this report.

Follow up

We will work alongside the provider and local authority to monitor progress. We will 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?

The service was not always safe.

Details are in our safe findings below.

Requires Improvement ●

Is the service well-led?

The service was not always well-led.

Details are in our well-led findings below.

Requires Improvement ●

Park View Care Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

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 View Care Home 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. A registered manager and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

The inspection was unannounced.

What we did before the inspection

We sought feedback from the local authority and other professionals who work with the service. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with six members of staff including the registered manager, three care staff, an agency care worker

and a member of the housekeeping team. We reviewed a range of records. This included one person's care plan and medicines records. We looked at one staff file in relation to recruitment.

After the inspection

We spoke with the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We also viewed a variety of records relating to health and safety and the management of the service which the registered manager sent us. We continued to seek clarification from the provider to validate the evidence we found.

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 good. At this inspection this key question has now deteriorated to requires improvement. This meant some aspects of the service were not always safe. There was an increased risk that people could be harmed.

Preventing and controlling infection; Assessing risk, safety monitoring and management

- A safe and effective infection control system was not fully in place to ensure people were protected from the risk of infection.
- Government guidance relating to safe working practices including the management of waste and the use of PPE were not always followed by staff, including agency staff.
- Equipment and materials were not always stored appropriately to ensure effective infection control and fire safety.
- Checks on the premises and equipment were carried out. Information to confirm that remedial work had been carried out, for example, in relation to the electrical installations was not fully available.

The above shortfalls constituted a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following our inspection, the nominated individual and registered manager told us that action had been taken to address the above concerns.

Using medicines safely

- Medicines were managed safely. Records were maintained to show that medicines were administered as prescribed.

Learning lessons when things go wrong

- The registered manager told us that lessons had been learned following the inspection and action had been taken to improve and ensure effective IPC and PPE practices were in place at the home.

Staffing and recruitment

- People's needs were met by the number of staff on duty.
- There was a safe recruitment system in place. Checks were carried out before staff started working at the home to help ensure they were suitable.

Systems and processes to safeguard people from the risk of abuse

- Systems were in place to safeguard people and protect them from the risk of abuse.
- Staff were knowledgeable about the action they would take if abuse was suspected. Staff raised no concerns about staff practices or the care and support people received.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated good. At this inspection this key question has now deteriorated to requires improvement. This meant the service management and leadership was inconsistent.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- An effective system to assess and monitor infection control and other aspects of health and safety was not fully in place. In addition, information to confirm that remedial work had been carried out in relation to the electrical installations check was not fully available.

The above shortfalls constituted a breach of regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The service had been through a difficult period due to the Covid-19 pandemic. However, staff spoke positively about working at Park View Care Home and the people they supported. They explained they had worked as a team to help promote people's wellbeing throughout the pandemic.

Continuous learning and improving care; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong; Working in partnership with others

- The nominated individual and registered manager were open and honest throughout the inspection and explained improvements had been made and lessons had been learnt. They were liaising with the local authority about the improvements which were being made.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- Processes were in place to involve people and staff in the running of the home. Staff told us they felt supported and spoke positively about the registered manager.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 17 HSCA RA Regulations 2014 Good governance An effective system to monitor infection control and other aspects of health and safety was not fully in place. Regulation 17 (1)(2)(a)(b)(d))(ii).

This section is primarily information for the provider

Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment An effective system was not fully in place to assess, prevent and control the spread of infection. Equipment and materials were not always stored appropriately to ensure effective infection control and fire safety. Information to confirm that remedial work had been carried out in relation to the electrical installations was not fully available. Regulation 12 (1)(2)(d)(h).

The enforcement action we took:

We imposed urgent conditions on the provider's registration linked to infection prevention and control.