

Barchester Healthcare Homes Limited

Kings Park Care Home

Inspection report

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22 April 2022

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Kings Park Care Home is a residential care home registered to provide care and support to up to 68 people. The purpose built home provides care over three floors with access via stairs and lifts. There were 16 people living on the ground floor and seven people on the first floor. The second floor was closed.

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

Risks in people's lives were assessed, well documented and regularly reviewed. This helped to keep them safe. People and their relatives spoke positively about how the home helped people to manage risk. One relative told us, "They know [family member's] risks inside out."

Infection prevention and control procedures and practices were robust and in line with current government guidance.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

This service was registered with us on 2 September 2021 and this is the first inspection.

Why we inspected

We undertook this targeted inspection to check on concerns related to risk management.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the risk management sections of this report.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection if one has taken place. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 have not given a rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Kings Park 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 Health and Social Care Act 2008.

This was a targeted inspection to check on concerns related to risk management.

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

This inspection was carried out by three inspectors and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Kings Park Care Home is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Kings Park Care Home is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before inspection

We reviewed information we had received about the service since they registered with us. We sought feedback from the local authority. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with five people and four relatives of people who used the service about their experience of the care provided. We spoke with six members of staff including the registered manager, deputy manager, regional manager, general manager, a senior care assistant and the clinical development nurse.

We used the Short Observational Framework for Inspection (SOFI). SOFI is a way of observing care to help us understand the experience of people who could not talk with us.

We reviewed a range of records. This included four people's care records focusing on the assessment and management of risk.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection of this newly registered service. We have not given a rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check on risk management. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- People had detailed and regularly reviewed risk assessments. This covered risks including moving and handling, mobility, COVID-19, choking and skin integrity. One person said, "They manage my risks well." Another person said, "They understand my needs and managed them well." A relative told us, "They know [family member's] risks inside out."
- Where people had experienced falls that resulted in a head injury there was appropriate and timely follow up including contact with emergency services, GP and post falls observations.
- Staff worked closely with local district nurses to help people manage health conditions such as wound management and diabetes. The provider's clinical development nurse ensured staff were competent and confident in supporting people to stay safe and well.
- Our observations evidenced attentive and supportive interactions between people and staff.
- General environmental risk assessments had been completed to help ensure the safety of people, visitors and staff. These assessments included: electrical systems and equipment, gas safety, lifts, hoists and legionella. Legionella are water-borne bacteria that can cause serious illness.
- Risks to people from fire had been minimised. Fire systems and equipment were regularly checked and serviced. People had personal emergency evacuation plans which guided staff on how to help people to safety in an emergency.

Preventing and controlling 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. A person said, "Staff all wear PPE." A relative confirmed, "Staff wear masks all the time."
- 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. A relative told us, "The home is clean." Our observations confirmed this.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. We observed people being given clear explanations where they had questions about infection control.
- We were assured that the provider's infection prevention and control policy was up to date.

- The provider's approach to visiting was in line with current government guidelines. All people and relatives we spoke with were happy with visiting arrangements. One relative said, "The home did a risk assessment so I could continue to visit during a COVID-19 outbreak."