

Greenhill Park Residential Care Home

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Inspection report

24 Greenhill Park Road
Evesham
Worcestershire
WR11 4NL

Tel: 0138640836

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11 March 2021

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22 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Greenhill Park is a care home providing personal care and accommodation for up to 34 older people, including people who are living with dementia. At the time of the inspection there were 26 people living at the home.

We found the following examples of good practice.

- Staff, visitors and healthcare professionals were all required to follow strict processes on arrival, to reduce the risk of infection entering the home.
- People were supported to maintain contact with loved ones through a variety of means, including phone calls and the use of social media. A mobile phone had been purchased to enable visitors to talk to loved ones during 'window' visits.
- Arrangements were made for relatives to visit loved ones following the latest Government guidance. Individual risk assessments had been carried out to ensure visiting arrangements met people's needs and kept them safe.
- A variety of risk assessments were in place to reduce the risk of infection transmission within the home.
- Virtual video calls, providing a tour of the home, were made for prospective new residents and their families prior to being admitted.
- People's temperatures and oxygen levels were recorded daily to provide staff with a benchmark of information which would alert them to any changes in people's health.

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

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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 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 11 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.