

Park Homes (UK) Limited

Allerton Park Care Centre

Inspection report

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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

About the service

Allerton Park is a residential care home providing personal and nursing care for up to 50 people, including people living with dementia and mental health needs. There were 34 people using the service when we inspected.

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

We received information raising concerns about staffing levels, risk management and the maintenance and safety of the building. The issues raised about the building related to water damage due to a leaking roof, a pest infestation, the fire panel not working, no window restrictors, only one shower for people to use and safety and maintenance checks not in place

We found risks were managed. We looked round the building. The roof had been leaking and had been repaired recently. There was evidence of water damage to plasterwork in some areas however the provider confirmed there was no structural damage. These areas were not occupied or accessible to people who used the service. A refurbishment plan was in place.

An external pest control company was working with the provider to manage a current pest situation and repairs were underway to address the issues identified.

Safety and maintenance checks of the building and equipment were in place and up to date. The fire systems were in working order. Window restrictors were in place.

One shower room was out of use however people had access to five other communal bathrooms.

Specific concerns had been raised in relation to two people's needs not being met. We met both people and reviewed their care records which were up to date and provided clear guidance. We found some gaps in food and fluid monitoring records. The provider confirmed they would take action to address this. Accident and incident reports were well completed, reviewed, analysed and lessons learned.

There were enough staff to meet people's needs safely. People told us staff were available when they needed them. Staff were present in communal areas. Call bells were answered quickly.

The service was clean. Staff had access to personal protective equipment (PPE) and were wearing it appropriately. COVID-19 guidance was displayed throughout the service. However, there was no clear process in place to ensure visitors were safe to enter the premises. When we arrived at the service we were not asked about any COVID-19 symptoms or contacts and our temperatures were not taken. The provider said they would take immediate action to put safe systems in place.

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 18 November 2019).

Why we inspected

We undertook this targeted inspection to check on specific concerns we had received about staffing levels, risks management and safety relating to the environment. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific 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. 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 coronavirus and other infection outbreaks effectively.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the Safe section of this full report.

Follow up

We will continue to monitor information we receive about the service until we 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?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Allerton Park Care Centre

Detailed findings

Background to this inspection

This was a targeted inspection to check on specific concerns we had received about staffing, risk management and the maintenance of the building.

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 carried out by two inspectors.

Service and service type

Allerton Park 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 however they had not registered with the Care Quality Commission. The last registered manager left in March 2020. 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.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We observed care being provided in communal areas and toured all of the building. We spoke with five people who used the service about their experience of the care provided. We spoke with five members of staff including the manager, nurse, senior care workers and a company director.

We reviewed two people's care records and accident and incident records. We looked at staffing rotas.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at policies and quality assurance records.

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 as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns which had been raised about staffing, risk management and the maintenance of the building. We also looked at infection prevention and control measures as we look at this in all care home inspections even if no concerns or risks have been identified. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- We received concerns about the maintenance and safety of the building, in particular water damage to areas of the home due to the roof leaking and the management of pest control.
- The company director confirmed there had been problems with the roof which had been addressed by building works completed the previous week. We looked round the home. Although there was some evidence of plaster damage in rooms and corridors, this was dry and not in rooms which were occupied or accessible to people. The company director confirmed the water had not caused any structural damage and refurbishment plans were in place to repair the plaster and redecorate.
- Documentary evidence showed the provider was working with an external pest control company to manage a current pest situation. Repairs were underway to address the issues identified.
- We received concerns there was only one communal shower for people to use. The home had two shower rooms, one of which was awaiting repair, however the home had four other bathrooms people could use.
- We received concerns the fire panel was faulty and had not been working for two weeks. The company director and manager stated the fire panel was working correctly and this was confirmed by the fire safety records we reviewed. A bulb on the panel required replacing however we were assured this did not affect the efficacy of the fire system.
- We received concerns some windows did not have window restrictors fitted. We saw these in place and the company director confirmed restrictors were installed as required on all windows.
- We received concerns that safety and maintenance checks of the building and equipment were not being carried out. Records we inspected showed safety and maintenance checks were in place and up to date.
- One store room in the basement was very cluttered with a variety of items. Following the inspection the provider confirmed this area had been cleared.
- We reviewed two people risk assessments and care records as specific concerns had been raised about their needs not being met. The records we reviewed were up to date and contained clear guidance. However, we found some gaps in food and fluid monitoring records. The provider confirmed they would take action to address this.
- We reviewed accident and incident reports for November and December 2020. These were well completed and showed evidence of management review, monthly analysis and lessons learned.

Staffing and recruitment

- We received concerns there were insufficient staff to meet people's needs and respond to requests for assistance.
- There were enough staff available to meet people's needs safely. Staff were present in communal areas and available to people who chose to stay in their room. Staff responded promptly to any requests for support and call bells were answered quickly. Staff were not rushed in their approach and took time to talk with people.
- People made the following comments about staff, "They're okay, always around" and "They're good, friendly, we have a laugh. If we need anything they come."
- The provider used a dependency tool to calculate staffing levels which was reviewed monthly. Duty rotas showed agreed staffing levels were in place.
- We did not look at staff recruitment on this targeted inspection. However, on previous inspections no concerns had been identified in this area

Preventing and controlling infection

- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.
- We were not fully assured the provider was preventing visitors from catching and spreading infections as there was no clear process for visitors. On our arrival no COVID-19 checks were carried out to ensure it was safe for us to enter the building. We would expect all visitors to have their temperature checked and to be asked about COVID-19 symptoms and contacts. The provider stated they would put these checks in place immediately.