

Akari Care Limited

# Dene Park House

## Inspection report

Killingworth Road  
South Gosforth  
Newcastle upon Tyne  
Tyne and Wear  
NE3 1SY

Tel: 01912132722

Date of inspection visit:  
28 January 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

Dene Park House accommodates up to 51 people with residential and nursing care needs in a purpose-built building. On the day of our inspection, 33 people were using the service.

We found the following examples of good practice:

- Appropriate measures were in place to reduce the risk of infection. The environment was very clean, with enhanced cleaning taking place of frequently touched surfaces.
- Clear signage was in place at the entrance, personal protective equipment (PPE) was available and temperature checks were carried out of all visitors.
- Social distancing rules were being complied with. Some minor changes had been made to the layout of furniture to encourage and support social distancing.
- The provider was following national guidance for anyone moving into the home and admissions were carried out safely.
- People were supported to keep in touch with their family members via video or telephone calls. The provider had developed ways to safely support visits in line with the latest guidance.
- PPE was appropriately stored, used and disposed of. Staff had undertaken additional training in infection prevention and control and regular audits were carried out.
- Staffing levels had been maintained during the recent outbreak with the support of agency staff.

## 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**

# Dene 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 28 January 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.