

Hall Park Healthcare Limited

Hall Park Care Home

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

Hall Park Care Home is a residential care home providing personal care and accommodation to up to 62 older people, some of whom may be living with dementia. At the time of inspection there were 33 people living at the service and two people were in hospital. Bedrooms were over two floors and there were communal spaces for dining and relaxation on both floors.

- People were isolating in their bedrooms and outside each bedroom there was a supply of PPE and waste management. Improvements were required to ensure PPE was stored correctly and that hand sanitiser was readily available. The provider took action to address this.
- Additional cleaning of frequent touch points such as door handles, and hand rails were being completed. Action was required to ensure cleaning standards were maintained. The provider took action to address this.

We found the following examples of good practice.

- The service had a COVID-19 outbreak at the time of the inspection and was therefore closed to non-essential visitors. Measures were in place for essential visitors, who were required to have a temperature checked and a COVID-19 lateral flow test. Personal protective equipment (PPE), hand sanitiser and COVID-19 information was available in reception and a clinical waste bin for used PPE.
- People were supported to maintain contact with their friends and family via telephone and Skype calls. Prior to the current COVID 19 outbreak, staff facilitated pre-planned visits. An outdoor pod had been created to safely support people to see relatives or friends.
- Relatives and friends were kept informed via telephone and email of information about people's health, care and welfare needs.
- The provider had ensured staff had an ongoing supply of PPE.
- Staff had received training in the prevention and control of infections. The management team completed daily walk arounds to ensure staff were compliant with PPE.
- The provider had a COVID-19 and business continuity plan, and associated risk assessments to mitigate risks.
- Both staff and people who used the service received regular COVID-19 testing and had received the COVID-19 vaccination.

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

Hall Park Care Home

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 3 February 2021 2021 and was unannounced.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were not fully assured that the provider was using PPE effectively and safely. PPE was not appropriately stored and increased the risk of cross infection. Hand sanitiser was not readily available or easily accessed.
- We were not fully assured that the provider was promoting safety through the layout and hygiene practices of the premises. Staff were required to clean the staff room after use but there were no cleaning products available to do this. There were insufficient domestic support to complete maintain cleaning standards.

We have also signposted the provider to resources to develop their approach.

- 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 accessing testing for people using the service and staff.
- 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.