

Barchester Healthcare Homes Limited

North Park

Inspection report

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Darlington
County Durham
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Date of inspection visit:
17 February 2021

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Ratings

Overall rating for this service

Good 

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

North Park is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. North Park provides accommodation for up to 60 people who require support with personal care, some of whom are living with dementia. 48 people were using the service at the time of the inspection.

We found the following examples of good practice:

- Systems were in place to prevent people, staff and visitors from catching and spreading infections. All visitors had to wear appropriate PPE, provide evidence of a current negative COVID-19 test, complete a health declaration form and have their temperature checked prior to entering the home. Additional cleaning of all areas and frequent touch surfaces was being carried out.
- The provider was following national guidance for anyone moving into the home. Staff worked closely with healthcare professionals to ensure appropriate and safe admissions procedures were being followed. We saw the service ensured people's belongings where possible were brought to the home prior to the person so they could be isolated for 72 hours. This meant people had their possessions available to them as soon as they arrived at the home.
- Staff supported people's social and emotional wellbeing. The manager told us how people living at the service were resilient and were very engaged with updates about COVID-19. The home had a visiting pod which was well utilised and had stringent cleaning measures to ensure people were kept safe. The provider and staff kept family members up to date about the latest guidance and their relative's health via regular telephone calls, letters and social media.
- Staff wellbeing was a priority and the provider and manager ensured staff received appropriate guidance and support. All staff, including catering and housekeeping staff had undertaken additional training in infection prevention and control. This included putting on and taking off PPE, hand hygiene and other COVID-19 related training.
- There was a robust communication system on place to ensure staff received consistent updates in relation to infection control policy and practice.

Further information is in the detailed findings below.

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

North Park

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 17 February 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.