

Liberty Healthcare Solutions Limited

Park Farm Lodge

Inspection report

Park Farm Road
Kettlebrook
Tamworth
Staffordshire
B77 1DX

Tel: 01827280533

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23 August 2021

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15 September 2021

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Park Farm Lodge is a residential care home providing nursing and personal care to 72 people at the time of the inspection, some of whom were living with dementia. The service can support up to 80 older people. The home has bedrooms over the ground and first floor. People have access to communal areas and the garden.

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

Infection, prevention and control procedures had been revised by the provider. This means people were better protected from contracting infectious illnesses. However, improvements were still needed to ensure equipment was properly cleaned.

The provider had undertaken work to correct potential hazards to people.

Substances hazardous to health and medicines were now correctly stored.

The provider had revised and introduced more effective quality monitoring systems in order to drive good care.

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 requires improvement (published 14 July 2021).

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met.

At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections to follow up on a Warning Notice or other 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 COVID-19 and other infection outbreaks effectively.

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?

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

We will assess all of the key question at the next comprehensive inspection of the service.

Inspected but not rated

Is the service well-led?

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

We will assess all of the key question at the next comprehensive inspection of the service.

Inspected but not rated

Park Farm Lodge

Detailed findings

Background to this inspection

Why we inspected

This was a targeted inspection to check whether the provider had met the requirements of the warning notice in relation to Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Regulation 17 (Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

This inspection was completed by one inspector.

Service and service type

Park Farm Lodge 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 registered with the Care Quality Commission. This means they, along with the provider, are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

The inspection was unannounced. However, we gave notice of our arrival at the location. This was because we had to gather information on the home's current COVID 19 status and the provider's procedures for visiting professionals.

What we did before the 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.

We reviewed information we had received about the service since the last inspection including the provider's response to the warning notice we submitted.

During the inspection

We spoke with two staff members and looked at documents relating to checks completed by the provider.

After the inspection

We continued to seek clarification from the provider to validate evidence found including a conversation with the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

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 requires improvement. 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 follow up on the specific concerns we had about Park Farm Lodge . We will assess all of the key question at the next comprehensive inspection of the service.

At our last inspection the provider had failed to mitigate risks relating to the health, safety and welfare of people. This was a breach of regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12. However, improvements were still required.

Assessing risk, safety monitoring and management

- The provider had reviewed their risk assessment processes and made changes to reduce the potential for harm. For example, ramps had been introduced where there was uneven flooring. This minimised the risk of injury from trips or falls.
- The provider had reviewed their fire safety and prevention measures and taken action to repair and correct incorrectly fitting fire doors.
- The provider had taken action to ensure all substances hazardous to health were secured which minimised the potential of harm.
- The provider had acted to secure medicines. However, we saw some fluid thickeners were still stored in a cupboard with an ineffective locking system. The risk was subsequently reduced, at the time of our inspection, as no one had access to this area of the home. The nominated individual told us they were going to introduce a different locking system to minimise the risk of harm further.

Preventing and controlling infection

- We were somewhat assured the provider was promoting safety through the layout and hygiene practices of the premises. However, we saw a food serving trolley was dirty with dried on food and the cutlery tray contained visible dirt and unknown organic matter. The trolley was cleaned before we left, and the cutlery tray was removed.
- We were somewhat assured the provider was making sure infection outbreaks can be effectively prevented or managed. However, some of the cleaning practices regarding their food preparation areas needed to be improved. The provider had acted to address previous concerns with the physical environment which hindered effective infection prevention and control practices. For example, exposed wood had been painted.
- We were assured the provider was preventing visitors from catching and spreading infections.
- 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's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as requires improvement. 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 follow up on the specific concerns we had about Park Farm Lodge . We will assess all of the key question at the next comprehensive inspection of the service.

At our last inspection the provider did not have effective systems in place to monitor and drive good and safe care provision. This was a breach of regulation 17 (Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17. However, improvements were still required.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The provider had reviewed their systems to monitor the quality of the service they provided. For example, they had introduced focused checks to ensure the environment was suitably maintained to keep people safe. However, during our inspection visit we saw one door which should have been secured was unlocked. This allowed people into a room which was potentially hazardous. We spoke with a staff member who informed us the checks that morning had not yet been completed and they would have picked up on this and locked the door. Additionally, we found a food preparation area needed cleaning which we had to point out to the staff members present. This means although the providers oversight had been revised further improvements were still needed.
- The provider had reviewed their existing risk assessment systems. For example, they took action to assess and remove the risks of trapping or crushing by securing a piece of maintenance equipment to the wall.
- The provider had addressed potentially unsafe working practices by ensuring substances hazardous to health were stored securely.

Continuous learning and improving care

- The provider had updated their knowledge of health and safety, infection prevention and control and fire safety. Additionally, they sought advice from other care professionals and recognised experts in health and safety to make the improvements that had been required.