

Park View Care Home (Ipswich) Limited

# Park View Care Home

## Inspection report

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20 January 2022

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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

Park View Care Home is a modern purpose-built service that provides accommodation for older people, some of whom may have nursing needs or be living with dementia. The service can accommodate up to 61 people. On the day of our inspection visit there were 52 people living at the service.

We found the following examples of good practice.

We observed staff following good infection prevention and control practices including appropriate use of personal protective equipment (PPE) in line with government guidance to reduce the risk of infection.

The service was clean and hygienic throughout with increased cleaning taking place across all aspects of the service. Windows were observed to be open to support with ventilation in the service.

Lateral flow tests were being used in line with government guidance, and staff were routinely completing Polymerase chain reaction (PCR) tests which decreased the risks of infection being present without detection.

People were being supported to receive visits from their family, friends and/ or representatives and these were being completed in line with current government guidance.

Vaccination records were monitored and stored by the management team for people, staff and regular visitors. Where visiting professionals attend the service their vaccination status was checked on arrival.

Feedback from people who used the service and staff was that there were enough staff to meet people's needs. The manager advised that they had no workforce pressures and where gaps had been identified in housekeeping these posts had recently been recruited to. They added that they had not needed to use agency staff and were able to utilise existing 'bank' staff to cover shifts, sickness and holidays or extra staff as and when needed. 'Bank' staff are a pool of people trained to the providers standards that can be called on to provide additional cover.

## 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**

# Park View 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 20 January 2021 and was announced. We gave the service 24 Hours' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.