

Mr & Mrs T F Chon

# Parkside Residential Home

## Inspection report

74-76 Village Road  
Enfield  
Middlesex  
EN1 2EU

Tel: 02083601519

Date of inspection visit:  
18 January 2022

Date of publication:  
11 February 2022

### Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

Parkside Residential Home is a care home based in Enfield, North London, registered to provide accommodation and personal care for up to 30 people. At the time of inspection there were 26 people living at the service.

We found the following examples of good practice.

The home had responded to peoples' choices and individual needs during the pandemic, to help them carry out activities outside the home safely. For example, a member of staff would accompany them on public transport or, if going to activities outside the home, a taxi would be booked to take them to the event and return them safely to the home. Residents undertook a lateral flow test (LFT) on return to the home.

When people are admitted to the home from hospital, they are required to isolate for the required period set out in government guidance at the time of admission. Those with mental capacity are required to isolate in their room, however, for those with dementia, a member of staff is assigned to them to ensure minimal contact is made with other residents and staff during the isolation period. An LFT is required at the end of the isolation period.

The provider was following the current government guidance regarding home visiting. People had three named visitors and an essential care giver. Information was available for visitors to follow. Visitors were supported to test for Covid 19 prior to entry. Once a negative test had been confirmed, visitors were escorted to residents' rooms or the garden area for the visit. Visitors were not allowed in the communal areas to reduce the risk of infections.

The provider had adapted the home entrances to accommodate PPE and testing stations for people living at the home and their visitors to use before entering.

The home had alternative methods to support social contact for visitors who were not named or for residents that may have become Covid 19 positive. For example, video calling and the use of tablets to make video calls.

The home had enough supplies of personal protective equipment (PPE). There were PPE stations available throughout the premises. Staff had received appropriate training in infection prevention and control and how to don and doff PPE.

The provider had a system in place to ensure staff had the necessary vaccinations and had completed the necessary Covid 19 testing prior to working in the home.

There was an appropriate testing process set up to ensure regular testing was available for residents.

The layout of the service and communal areas supported social distancing. Chairs in the main lounge had been spaced out appropriately and the home had purchased smaller tables for the dining area so that all residents could eat meals together but sit at their own table and maintain social contact at mealtimes.

The premises looked clean and hygienic throughout. There were cleaning schedules in place. Cleaning of high-risk areas were cleaned every two hours. There was adequate ventilation throughout the home.

There has been no outbreak at the home since the start of the pandemic but procedures are in place to lock down the home and isolate residents in their rooms and assign specific members of staff to them on each shift to minimise the risk of transmission.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

## 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**

# Parkside Residential 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 18 January 2022 and was announced. We gave the service approximately 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.