

Alexandra Specialist Care Limited

Park View Care Home with Nursing

Inspection report

539 Lytham Rd
Blackpool
FY4 1RA

Tel: 01253365696

Date of inspection visit:
14 July 2020
15 July 2020

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11 August 2020

Ratings

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

Overall summary

About the service

Park View Care Home with Nursing is a residential care home providing personal and nursing care to older people and people living with dementia. The service was supporting 24 people at the time of the inspection and is registered to accommodate up to 42 people.

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

Safe recruitment processes were not established and carried out. Pre-employment checks, to ensure staff had the correct skills, knowledge and characteristics for working with vulnerable people, were not always carried out properly. The provider had not ensured they had the required information available about each member of staff.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk.

Rating at last inspection.

The service was newly registered on 08 August 2019 and has not yet been awarded a rating.

Why we inspected

We carried out this targeted inspection to check on a specific concern we received about recruitment processes within the home.

CQC have introduced targeted inspections to follow up on Warning Notices or to check 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.

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?

The service was newly registered on 08 August 2019 and has not yet been inspected. We have not provided a rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Park View Care Home with Nursing

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we received about unsafe recruitment processes within the home.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Park View Care Home with Nursing 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.

The service had a manager registered with the Care Quality Commission. This means that they and 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.

What we did before the inspection

We looked at what information we had received about the service since the last inspection. This included looking at information held on our database about the service for example, statutory notifications completed by the registered provider and safeguarding concerns reported to the local authority.

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 also sought feedback from the local authority contracts and commissioning team. This information helps support our inspections. We used all this information to plan our inspection.

During the inspection

We spoke with the registered manager and the administrator about recruitment processes within the service. In addition, we reviewed eight staff records along with policies and procedures related to staff recruitment.

After the inspection

Following the inspection, we spoke with the registered manager again to corroborate our findings. We also wrote to the provider to explain we had concerns about how staff had been recruited and asked them how they planned to ensure staff were recruited safely in future, to which we received a prompt response.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

The service was registered on 08 August 2019 and has not yet been inspected. We have awarded a 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 check a specific concern we had about recruitment. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- Recruitment was not safe. Safe recruitment processes were not always followed to ensure staff employed were of suitable character.
- Suitable pre-employment checks had not always been carried out. We found checks including reviewing people's employment history, reasons for leaving employment and conduct in post had not been made satisfactorily for six out of the eight staff we looked at.
- Risks around recruitment were not always suitably assessed and managed. The provider was utilising the 'fast track' Disclosure and Barring Service (DBS) processes during the COVID-19 pandemic. This allowed staff to commence work before their full DBS certificate was received. DBS checks allow employers to make safer recruitment decisions and prevent unsuitable people from working with people who at times may be vulnerable. The provider had applied for DBS checks for all eight staff. However, they had not assessed the risk of staff commencing employment before their full DBS certificate had been received. This placed people at risk of receiving care from people who were not of suitable character.
- The provider had not kept adequate records in relation to recruitment, as required by law. Providers must ensure they have the required information available for each member of staff. We found this information was not always available as required.

The above matters are in breach of Regulation 19 (Fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 19 HSCA RA Regulations 2014 Fit and proper persons employed
Treatment of disease, disorder or injury	The provider had not established and ensured the effective operation of recruitment procedures to make sure persons employed were of good character. Information required by Schedule 3 was not available for each of the persons employed. Regulation 19 (1) (2) (3).