

Alexander's Mental Health LTD

Park View Residential Home

Inspection report

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19 November 2020

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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 Residential Home is a care home. It is registered to provide accommodation with personal care for up to 30 people living with a mental illness or dementia. Accommodation is provided in two separate buildings each with multiple floors.

We found the following examples of good practice.

Temperature and oxygen level checks plus hand washing (in addition to alcohol gel) were required by the provider on entry. The provider had acted to make sure people could have visitors safely. There had been a temporary gazebo in the garden during the summer, use of the outdoor space, and video conferences for families who could not visit physically. The provider planned to use the room next to the entrance door for visits during the winter.

Where social distancing was not possible staff used other mitigation such as full personal protective equipment (PPE). The provider had moved dining room tables giving space to facilitate social distancing.

The provider was able to effectively isolate people discharged from hospital. The registered manager had updated the admissions policy for COVID-19 with government guidance. The layout of two buildings with multiple lounges allowed specific zones which helped social distancing.

The provider had introduced new standards of hygiene and cleanliness. They had used appropriate cleaning products in the home. The registered manager was auditing regularly.

The staff team had responded positively to new infection prevention and control procedures. The provider had worked closely with local authority teams including support and training. The provider had kept the home free of COVID-19 at the time of our visit.

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 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 19 November 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 somewhat 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.

Specific cleaning checklists relating to COVID-19 & touch points were needed for staff (checklist on handovers only). The registered manager put the checklists in place following the inspection.

We have also signposted the provider to resources to develop their approach.