

Sanctuary Care Limited

# Parkview House Residential Care Home

## Inspection report

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Date of inspection visit:  
01 February 2022

Date of publication:  
02 March 2022

## Ratings

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

# Summary of findings

## Overall summary

Parkview House is a care home which is registered to provide personal care and accommodation for a maximum of 45 older people with dementia. The home is on two floors and divided into 5 units or "clusters". At this inspection there were 44 people living in the home.

The registered manager and staff team worked with local health professionals to minimise the spread of COVID-19. Staff retention was good, but the pressures of a recent outbreak of COVID-19 meant regular agency staff and management team members were required to back fill gaps in rotas.

There were numerous PPE work stations throughout the building for staff to easily utilise PPE. Staff received training in infection control and were using PPE safely and effectively. We made some minor suggestions regarding infection control practices.

Visiting by family and friends was taking place in line with national guidelines, but staffing pressures had impacted on access for visiting on both days at the weekend. By the time of writing this report, this issue had been resolved, and the service was reviewing all visiting practices in line with the relaxation of government regulations.

We were assured that this service met good infection prevention and control guidelines.

## 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**

# Parkview House Residential 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.

We received information of concern due to a significant COVID-19 outbreak and visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 1 February 2022 and was unannounced.

As part of this inspection we spoke with eight family members via telephone to satisfy ourselves that visiting arrangements were in line with government guidelines.

# 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.
- Following the inspection visit the service installed additional hand sanitising dispensers in the communal areas of the units. 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.

### Visiting in care homes

We discussed visiting arrangements with the service and with relatives. Following a recent COVID-19 outbreak, the service had resumed visits in line with government guidance. However, due to staff deployment, visiting had not been facilitated at the service on a Sunday for some time. At the time of writing this report this issue had been resolved. Relatives praised the excellent care provided at the service but many encouraged a less cautious approach to risk management of the pandemic. The registered manager and provider are aware of these views and the service was working with relatives to ensure visiting arrangements were flexible whilst being managed safely.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.