

Mrs Kim Crosskey

Pearson Park Care Home

Inspection report

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Hull
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Ratings

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

Summary of findings

Overall summary

About the service

Pearson Park Care Home is a residential care home providing personal care to 19 people, some of whom may be living with dementia and mental health needs. The service can support up to 24 people. It accommodates people in one adapted building and bedrooms are both single and double occupancy.

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

Some people remained at risk of harm from unsafe moving and handling practices and a lack of robust investigation following safety-related incidents.

The provider had made improvements to the safety and cleanliness of the premises and the guidance given to staff to manage the risks of people developing pressure ulcers. People benefitted from improvements to the support they received to maintain their personal care.

The provider acknowledged further improvements were required to their systems for identifying and managing risks to the quality of the service.

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

Rating at last inspection

The last rating for this service was inadequate requires improvement (published 1 September 2021).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the safety of care. The overall rating for the service has not changed following this targeted inspection and remains inadequate.

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.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

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.

Special Measures:

The overall rating for this service is 'Inadequate' and the service remains in 'special measures'. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements.

If the provider has not made enough improvement within this timeframe. And there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions the registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it. And it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question inadequate. We have not reviewed the 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

Is the service well-led?

At our last inspection we rated this key question inadequate. We have not reviewed the 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

Pearson Park Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about the safety of care.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was carried out by two inspectors.

Service and service type

Pearson Park Care Home 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, and both were looked at during this inspection.

The service does not require a manager to be registered with the CQC. The provider is legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. 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.

During the inspection

We spoke with five people who used the service about their experience of the care provided. We spoke with five members of staff including the provider, deputy manager, team leader and two care assistants. We also spoke with a visiting healthcare professional.

We carried out observations of the environment. We reviewed a range of records including four people's care records and records relating to accidents and incidents.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We reviewed further records relating to incidents and accidents.

Is the service safe?

Our findings

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

At the last inspection this key question was rated as inadequate. We have not changed the 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 the safety of the premises and the risk of abuse and avoidable harm. We will assess all of the key question at the next comprehensive inspection of the service.

Learning lessons when things go wrong

- The provider had not thoroughly investigated two safety-related incidents and had taken limited action to prevent reoccurrence. The provider told us they had explored the causes of these incidents but they had not kept records to support a robust investigation.
- The provider had sought guidance from healthcare professionals after one person had experienced a fall but they had not implemented the advice given and/or update the person's care plan or risk assessment.

Following the inspection, the provider investigated both incidents and told us they would update their documentation to better support the investigation process.

Assessing risk, safety monitoring and management

- Some people remained at risk of unsafe care and support. The provider had not referred one person for a professional assessment of their moving and handling needs to ensure they received safe care and support.
- The provider had assessed the risks of people developing pressure ulcers and developed guidance for staff to follow. Staff supported people to regularly change their position and kept records of this.
- The provider had improved the safety of the premises and equipment. They had restricted access to areas of the home undergoing refurbishment and restricted windows and repaired rotten window frames. Faulty equipment had been replaced.

Preventing and controlling 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'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.

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

Systems and processes to safeguard people from the risk of abuse

- Improvements had been made to the support people received to maintain their personal care. Staff supported people who wanted to use the bath and/or shower and people wore clean clothes.
- People benefitted from improvements made to the premises and cleanliness of the environment. The provider had removed broken furniture, replaced worn towels and repaired privacy curtains. They had erected a blind in the bathroom to protect people's dignity.
- The provider had made appropriate referrals to the local authority safeguarding team and informed CQC as required.

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as <insert rating>. We have not changed the rating of this key question, as we have only looked at the part of the key question, we have specific concerns about.

The purpose of this inspection was to check a specific concern we had about the provider's oversight of the safety of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The provider recognised further improvements were required to their systems for identifying and managing risks to the quality of the service. The provider told us they would review their documentation for investigating accidents and incidents and would seek advice from the local authority.
- The provider had made improvements to the guidance given to staff for managing risks to people's health and safety including epilepsy and the prevention of pressure ulcers.