

HC-One Oval Limited

# Winters Park Care Home

## Inspection report

Pategill Road  
Penrith  
Cumbria  
CA11 8RG

Tel: 01768867939

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16 April 2021

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11 May 2021

## 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

Winters Park is a residential care home providing care to 41 people, some of whom are living with dementia. At the time of the inspection there were 24 people living there.

The service is a modern, purpose-built home with the majority of accommodation on the ground floor.

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

People we spoke with were very complimentary about the care they received. Their comments included, "Staff are lovely – they're all very kind" and "They can't do enough for us."

Staff were caring, calm and compassionate towards people. People enjoyed warm and friendly engagement with staff. People said they felt comfortable and safe. They told us, "I feel lucky to have found this place" and "You couldn't find a better home."

Risks to people's safety were assessed and frequently reviewed for any changes. There was clear guidance for staff about how to manage those risks, which included any advice and guidance from other care professionals.

The registered manager held regular meetings with key staff to check individual, person-centred strategies were in place to keep people safe. Monthly clinical risk reports identified any potential health risks to people's well-being and the actions taken.

The service had acted on lessons learnt from some incidents that had occurred and had put robust measures in place to minimise the risk of these recurring. The service had also learnt from a coronavirus outbreak at the end of last year and were well-prepared to minimise the risk of any future cases.

People told us the home was 'spotlessly clean'. People said they were very pleased with the different ways the staff had helped them to safely have visits with their relatives again.

Safe infection control and prevention practices were followed. People and staff had regular testing for COVID-19. Staff received training in the appropriate use of PPE. We saw staff followed current government guidance.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 16 January 2021).

### Why we inspected

We undertook this targeted inspection to check specific concerns we had received about risks to people's safety not being addressed. The overall rating for the service has not changed following this targeted inspection and remains good.

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.

## 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 requires improvement. 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**

# Winters Park Care Home

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check specific concerns we had about risks to people's safety not being well-managed.

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

The inspection was carried out by one inspector.

#### Service and service type

Winters Park 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 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

This inspection was unannounced.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We received feedback from the local authority, infection prevention and control (IPC) health professionals and the Local Government Ombudsman. We used all this information to plan our inspection.

#### During the inspection

We spoke with five people who used the service about their experience of the care provided and observed staff providing care. We spoke with the registered manager and reviewed a range of records. This included

two people's care records and records relating to the management of the safety, including clinical risk reports and infection control audits.

# 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 requires improvement. 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 managing risk. We will assess all of the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- The provider had systems to assess and manage risks to people's safety. Recently these had been strengthened by the service following incidents about people's known risks.
- There were clear risk assessments for each person which were regularly reviewed. Risk assessments and care plans provided detailed guidance for staff about how to support each person safely with their individual needs.
- The registered manager and heads of department held regular clinical review meetings to monitor any potential concerns about people's well-being and to take actions to reduce those risks.

### Learning lessons when things go wrong

- The service had acted on previous concerns raised about people's safety relating to falls, pressure care, mobility equipment and dehydration.
- The service used robust risk management systems to minimise known individual risks to people who used the service without removing their rights to positive risk-taking. Falls reduction plans were in place for people at risk of frequent falls. Staff were forming a 'Falls Team' to make sure actions were taken to reduce the risk of falls.
- The service had learnt lessons from a previous outbreak of coronavirus. The service was well-prepared to manage any future cases.

### 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 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.