

## Park Vista Care Homes Limited

# Park Vista Care Home

### Inspection report

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## Ratings

Is the service safe?

Requires improvement



## Overall summary

We carried out an unannounced comprehensive inspection of this service on 28 April 2015. Two breaches of legal requirements were found. This was because staff had not responded to allegations of harm and had not reported the allegations to the local authority safeguarding team. Risk assessments relating to health and challenging behaviour had not been carried out or recorded.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches. We undertook an unannounced focused inspection on 13 November 2015 to check that they had followed their plan and to confirm that they now met legal requirements. We found that the provider had not fully completed their plan which they told us would be completed by 31 August 2015. The actions to safeguard people from harm had been improved; however the assessment of the risks to the health and safety of people meant legal requirements had not been met. As a result a warning notice in relation to risk assessments was made. The provider was required to be compliant by 18 December 2015.

This report only covers our findings in relation to the warning notice. You can read the reports from our last comprehensive and focused inspections, by selecting the 'all reports' link for Park Vista Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Park Vista Care Home provides accommodation for up to 59 people who require personal care or nursing care. The home provides support for older people, some of whom are living with dementia. There were 44 people living in the home when we visited.

There was a manager in post at the time of the inspection but they were not yet registered with the Commission. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At our unannounced focused inspection on 31 December 2015 we found that the provider was compliant with the warning notice.

# Summary of findings

Since the last inspection comprehensive changes had been made in the information provided to staff so that they could ensure people were kept safe when they or others had behaviour that challenged.

# Summary of findings

## 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 safe.

We found that action had been taken to improve the safety of the service.

People's records identified their risks and how they could be minimised. Staff were aware of how to respond and ensure people were safe.

Whilst improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for safe at the next comprehensive inspection.

**Requires improvement**



# Park Vista 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. We undertook an unannounced focused inspection of Park Vista Care Home on 31 December 2015. This inspection was completed to check that improvements to meet legal requirements in the warning notice had been made.

The inspection team inspected the service against one of the five questions we ask about services: is the service safe.

This is because the service was not meeting some legal requirements in relation to that question. The inspection was undertaken by one inspector and one inspection manager.

During the inspection we spoke with one person living in the home, the manager, two senior members of staff and one member of care staff. We looked at records in relation to risk assessments for four people who had behaviour that challenges them and others.

People were not able to tell us about their experience of using the service. This was because people affected by the warning notice were living with dementia.

# Is the service safe?

## Our findings

At our comprehensive inspection of Park Vista Care Home on 28 April 2015 we found that people were not protected because assessments to manage and minimise potential risks were not always completed. This was a breach of Regulation 12 (2)(a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

During our focussed inspection of 13 November 2015 we found that the provider had not followed the action plan they had sent to us to meet shortfalls in relation to the requirements of Regulation 12 described above. As a result a warning notice in relation to risk assessments was made. The provider was required to be compliant by 18 December 2015.

During this focused inspection we found that there had been improvements in the records of people who were at risk in relation to their behaviour that challenged themselves or others. There was comprehensive information provided to staff on how to deal with any situations that occurred. We saw in one person's file where

well documented challenging behaviour records had been completed. There was information about how to recognise the start of the person's escalation in their behaviour and also on the de-escalation methods used for staff. For example, by talking to the person or offering reassurance.

Staff we spoke with were clear on their methods to de-escalate any behaviour that was challenging and a potential risk for the person or others. One member of senior staff said, "[Person's name] can be insistent for example there is a snake under the bed. We say we will look and then we will deep clean under the bed for them. We change the bedclothes and everything. That seems to help. Another person sometimes refuses their medication. We go through the BNF [British National Formulary], which explains medicines and their side effects with them and show them how important their medicines are. [Person's name] likes to be told."

People were protected because assessments and guidance for staff to manage and minimise risk in relation to behaviour that challenged people and others had been completed.