

# Kingston upon Hull City Council

# Park View

## Inspection report

100-104 County Road North  
Hull  
Humberside  
HU5 4HL

Tel: 01482448911  
Website: [www.hullcc.gov.uk](http://www.hullcc.gov.uk)

Date of inspection visit:  
18 November 2020

Date of publication:  
27 November 2020

## 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 is a care home providing personal care to 13 people with a learning disability or autism at the time of the inspection. The service is registered to accommodate up to 15 people across three domestic style bungalows located on the same site.

We found the following examples of good practice.

- The service had signage displayed to direct visitors to a specific bungalow for meeting and greeting. Staff alerted visitors to restrictions on entering the building, and the infection control measures they would need to take. Sanitising hand gel and hand wash facilities were available in the entrance to each bungalow. A supply of personal protective equipment (PPE) was provided if visitors did not have their own. Safety precautions such as a discussion about symptoms and temperature taking took place before entering the bungalows.
- Family visits were arranged in line with government guidance. Plans were underway to have either indoor visits in a spare bedroom or an external structure to accommodate visits during winter. For some people whose elderly relatives were unable to visit them, staff arranged for visits in the minibus to their home so they could wave, see and speak to each other through the windows.
- People were supported to join in activities to maintain their wellbeing; there was a range of interactive sensory equipment available. Measures were in place to ensure people kept in touch with family and friends. People had been issued with their own computer tablets as part of a project to enhance communication; they used these to video call relatives. Some people had regular phone calls arranged with family and staff supported some to write cards and letters. Staff supported social distancing arrangements as much as possible.
- There were good systems of testing for COVID-19 for people and staff. Appropriate measures were in place when people were re-admitted to the service after a hospital stay to ensure they, and other people, remained safe.
- Staff were wearing PPE in line with government guidance and designated areas were set up within the service for staff to remove and apply PPE.
- The service was very clean and tidy, but also homely and 'lived in'.

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service was following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Park View

## **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.

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. Park View was selected to take part in this thematic review, which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 18 November 2020 and was announced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up-to-date.