

Parkcare Homes Limited

The Meadows

Inspection report

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09 February 2022

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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

The Meadows is a care home providing personal and nursing care for up to 34 older people or people with physical disability. At the time of our inspection, there were 32 people using the service.

We found the following examples of good practice.

Staff were supported to follow safe procedures and working practices to protect people from the risk of infections. Staff completed regular training and were provided with updates and information to support their understanding of COVID-19 and their responsibilities. Staff competency was regularly assessed through observations and competency checks, including hand washing and sanitising and use of personal protective equipment (PPE).

The service had sufficient stocks of PPE and appropriate cleaning products to manage the risk of infections. The service was clean with frequent cleaning of high touch areas. Cleaning standards were monitored by the management team through daily walk rounds and infection prevention and control audits and checks.

The service had managed a recent outbreak of COVID-19 well through isolation and zoning. Safe staffing levels had been maintained throughout the isolation period to ensure people's needs were met.

Staff and people were regularly tested and had received COVID-19 vaccinations. The service had been closed to all but essential care givers due to a recent COVID-19 outbreak. Visiting had resumed but was still by appointment. The registered manager intended to resume unarranged visiting following our inspection.

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

The Meadows

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 9 February 2022 and was unannounced.

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.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.

Visiting in care homes

- The service had experienced an outbreak of COVID-19 and had restricted visiting to essential care givers only. Visiting had resumed but was by appointment only to manage numbers of visitors and the risk of further infections. Following our inspection, the registered manager told us they would open the service for informal visits by family and friends and remove the appointment system.

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.