

Four Seasons Health Care (England) Limited

Euxton Park Care Home

Inspection report

Wigan Road
Euxton
Chorley
Lancashire
PR7 6DY

Tel: 01257230022
Website: www.fshc.co.uk

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24 November 2020

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Ratings

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

Summary of findings

Overall summary

About the service

Euxton Park Care Home is a residential care home and at the time of the inspection was providing personal and nursing care to 51 people aged 60 and over. The service can support up to 63 people. There are two units within the home, one for people who require residential care and another for nursing care.

At the time of the inspection there were strict rules in place throughout England relating to social restrictions and shielding practices. These were commonly known as the 'New National Restrictions'. This meant the Covid-19 alert level was very high and there were tighter restrictions in place affecting the whole community.

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

The service had robust measures in place around the use of personal protective equipment (PPE). Staff, management and visitors were using PPE correctly.

The provider and manager had comprehensive processes to minimise the risk to people, staff and visitors from catching and spreading infection. These included weekly testing of staff and at least every 28 days for people living in the home. Hand sanitiser and PPE were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers.

Some areas around the disposal of PPE required attention and we have signposted the registered manager and provider to latest guidance so their approach is strengthened.

People received their medicines as prescribed and all aspects of medicines administration and storage were safe. A person said they were happy they received their medicines as prescribed by their doctor.

Details of this can be seen in the 'Safe' section of this report.

Rating at last inspection

The last rating for this service was Requires Improvement (published 12 March 2020).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about whether medicines were being administered correctly and whether appropriate infection prevention measures were in place. The overall rating for the service has not changed following this targeted inspection and remains 'Requires Improvement'.

CQC have introduced targeted inspections to follow up on a Warning Notice or other 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.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Euxton Park Care Home on our website at www.cqc.org.uk.

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?

People were Safe. We were assured the provider managed infection prevention and control and medicines administration at the time of the inspection.

Inspected but not rated

Euxton Park Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on medicines administration and infection control processes.

Inspection team

This inspection was undertaken by an inspector and an assistant inspector.

Service and service type

This service is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 took place on 24 November 2020 and was announced. It was announced because the home had had an outbreak of Covid-19 and checks were made at the service before inspection to ensure it was safe to proceed.

Inspection activity started on 24 November 2020 and ended the same day.

What we did before inspection

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

We had also requested information from the provider prior to the inspection and this information was used as part of the inspection plan.

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 the registered manager, area manager, two members of staff, a person who used the service and considered three peoples' care plans and medicines records.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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 Good. 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 whether medicines were being administered correctly and appropriate infection prevention measures were in place. We will assess all of the key question at the next comprehensive inspection of the service.

Using medicines safely

- Medicines were managed safely. People confirmed they received their medicines when they should. Medicines were recorded within people's medication administration records. This meant the registered manager and nursing and senior staff had oversight of medicines people took and ensured they were administered in line with the prescriber's instructions.
- The administration of controlled drugs was consistent with guidelines. These are medicines that can be abused but the service had strict protocols around their use, storage and disposal.
- Medicines were administered by staff who had completed relevant training to administer them safely. One member of staff said, "The manager and provider are strict on this area of the service and there are good systems in place."

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

- 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 any infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

We have also signposted the provider to resources to develop their approach in relation to disposal of PPE.