

Healthcare Homes Group Limited

Park House Nursing Home

Inspection report

27 Park Crescent
Peterborough
Cambridgeshire
PE1 4DX

Tel: 01733555700

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25 November 2021

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17 December 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

Park House Nursing Home is a nursing and residential care home providing personal and nursing care to 48 people aged 65 and over at the time of the inspection. The service can support up to 52 people.

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

We received positive feedback about the service provided from people and staff. One person said, "Staff make sure I have all I need, I love living here." Another person said, "I have everything I need. The staff always come when I call. I couldn't ask for better care."

We observed kind and caring interactions between staff and the people who lived at the service. Staff told us they felt there was enough staff and they were visible around the service and were readily available to support people when needed.

Staff understood the identified risks to people and followed guidance in place to keep them safe.

The service was clean and well maintained. Infection control arrangements were in place to prevent and mitigate the risk of COVID-19. Appropriate protective and personal equipment (PPE) was in place and care staff used this appropriately.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 2 October 2018).

Why we inspected

The inspection was prompted in part due to concerns received about staffing and a risk to people needs not being met. A decision was made for us to inspect and examine those risks.

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 good 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

Park House Nursing Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we received about the staffing levels, safeguarding and the safety of people living at Park House Nursing Home.

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

Two inspectors undertook this inspection

Service and service type

Park House Nursing Home 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.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with three people who used the service about their experience of the care provided. We spoke with five members of staff including the registered manager, assistant manager, and care staff. We also undertook some observations over lunchtime

We reviewed a range of records. This included two people's care records and accidents and incident. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at quality assurance records and policies.

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 had specific concerns about.

Systems and processes to safeguard people from the risk of abuse

- People said they felt safe. One person told us, "I am well looked after the staff are all very good."
- Safeguarding information was available for people and relatives.
- Staff received safeguarding training and recognised signs of abuse. Staff said they were confident to report to the local authority, police and CQC.

Assessing risk, safety monitoring and management

- Personalised risk assessments were in place and had been reviewed regularly. These included areas such as pressure care, falls, choking, oral health, and moving and handling.
- Regular checks of the safety of the service were completed. For example, safety checks of equipment, alarm systems, fire drills and building maintenance.
- Personal Emergency Evacuation Plans (PEEPs) were up to date and regularly reviewed. They detailed the support each person required to enable them to safely leave the premises in an emergency.
- Accidents and incidents were reviewed, and action taken to prevent them happening again where possible.

Staffing

- The registered manager regularly reviewed staffing levels. Staffing was reflective of people's changing needs.
- Staff responded to call bells in a timely way. Staff told us they were enough staff on most occasions. A member of staff told us, "We have a good staff team here. It is definitely a good service, if not I wouldn't work here."

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. Staff regularly changed their PPE throughout our visit.
- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.