

Parkcare Homes Limited

Boughton Manor

Inspection report

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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

Boughton Manor provides accommodation and personal or nursing care for up to 27 people. On the day of our inspection, 24 people were living at the service.

We found the following examples of good practice.

The provider ensured all visitors to the home provided evidence of a negative LFT result. Professionals were required to provide proof of COVID-19 vaccinations. The home had limited private spaces throughout the home. Therefore, the majority of visits took place in people's bedrooms.

There were ample supplies of PPE throughout the home. We observed staff wearing PPE as required. Sufficient PPE stations were in place to enable them to don and doff (put on and take off) their PPE safely. Efforts had been made to encourage social distancing. For example, dining tables were limited to two people wherever possible.

The provider had processes in place that ensured the safe admission of new people to the home. Where people were required to isolate, staff, including the activities coordinator were assigned to spend time with them to reduce the risk of loneliness.

It was acknowledged isolation for people living with dementia was difficult at times. Increased support from staff was in place where needed. Posters were placed around the home offering guidance and information for people and staff advising them how to spot the signs of COVID-19 and to help to reduce the risk of spreading it.

All staff and people living at the home were tested regularly and in accordance with government guidelines. The provider had ensured staff were fully vaccinated in order for them to carry out their role. Regular cleaning of all touch points and other key areas were carried out throughout the day. The domestic staff had cleaning schedules in place. The quality of their work was reviewed via regular auditing. We observed the home was visibly clean and tidy.

There were normally enough staff to support people safely and to cover any staff holidays, sickness and COVID-19 isolation. Agency staff had been used to cover shifts where needed. The same agency staff were used wherever possible to ensure consistency of care for all.

The provider considered staff member's wellbeing. A variety of initiatives were in place to thank staff for their support.

The provider had assessed the impact of potential 'winter pressures' and acted accordingly. Occasionally, the management staff have supported care staff with their roles when required.

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

Boughton Manor

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 24 February 2022 and was announced. We gave the provider 24 hours' notice of the inspection.

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 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.
- The registered manager ensured people were able to see their visitors in such a way that did not increase the risk of the spread of infection throughout the home. People's individual needs had been assessed, and the impact of not seeing visitors would have on their wellbeing. Action had been taken by the registered manager to the reduce the risk of people experiencing social isolation and loneliness.

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.