

Renal Health Limited

Chase Park Neuro Centre

Inspection report

8 Millfield Road
Whickham
Newcastle Upon Tyne
Tyne And Wear
NE16 4QA

Tel: 01916912568

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27 January 2023

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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
Is the service effective?	Inspected but not rated

Summary of findings

Overall summary

About the service

Chase Park Neuro Centre is a residential care home providing personal and nursing care to up to 60 people. The service provides support to people aged 18 and over, some of whom were living with a neurological condition. At the time of our inspection there were 35 people using the service.

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

The premises were safe. Previous health and safety concerns had been fully rectified and were safe for people living at the home. Regular checks of the environment were in place to make sure any concerns were identified and addressed immediately by the registered manager and deputy manager.

One area of the home had been refurbished and decorated to provide a positive environment for people living with a dementia. The building had been adapted to allow for accessible access throughout.

Safe infection control and prevention processes were being followed by staff. The home was clean with a homely environment.

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 18 March 2020).

Why we inspected

We undertook this targeted inspection to check the previous health and safety concerns identified in 1 area of the home had been addressed. This was at the request of the Local Authority to ensure people aged 65 or over who needed short term placements, had a diagnosis of dementia or required long term nursing support would be safe in the refurbished area of the home.

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.

We use targeted inspections to follow up on Warning Notices or to check 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 Chase Park Neuro Centre on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 as we have not looked at all of the key question at this inspection.

Inspected but not rated

Is the service effective?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Chase Park Neuro Centre

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection to check whether the provider had fully addressed all of our health and safety concerns within an area of the 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

The inspection was completed by an inspector.

Service and service type

Chase Park Neuro Centre is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Chase Park Neuro Centre is a care home with nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

We gave a short period notice of the inspection because we needed to make sure the registered manager was available to support the inspection and provide updates and access to the newly refurbished area of the home.

What we did before the inspection

We reviewed the information we held about the service including information submitted to CQC by the provider about specific incidents. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make.

We sought feedback from the local authority contracts monitoring team, Clinical Commissioning Group (CCG) and safeguarding adults' teams and reviewed the information they provided. We used all this information to plan our inspection.

During the inspection

We carried out observations in communal areas of the home, reviewed the health and safety of the premises, infection prevention and control processes and the environment of the home. We spoke to 4 members of staff which included the registered manager, deputy manager, clinical lead and administrator.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check the provider had taken appropriate action to assess all health and safety concerns relating to 1 area of the home. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- The premises were safe, and any environmental risks had been assessed and mitigated.
- New fire doors had been installed on staircases and appropriate measures were in place to keep people safe on stair wells.
- The registered manager and deputy manager carried out daily checks on the environment to identify any potential risks.
- There was regular testing of utilities, equipment and appliances. The home was safe for people living there.

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 supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.
- Professionals and relatives regularly visited people. During the inspection we observed people visiting out of the home to take part in activities, attend appointments or for social visits.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the effective key question at this inspection.

The purpose of this inspection was to check the provider had suitably adapted the building and environment to support people who have a diagnosis of dementia or accessible access. We will assess the whole key question at the next comprehensive inspection of the service.

Adapting service, design, decoration to meet people's needs

- The home was appropriately designed and decorated. The provider had recently refurbished the nursing area of the home and made health and safety related improvements.
- There was pictorial signage around the home, so people could easily find their way around. The registered manager had recently purchased additional signage to help people distinguish between dining areas, bedrooms and bathrooms.