

Park Avenue Healthcare Limited

Park Avenue Care Home

Inspection report

69 Park Avenue
Bromley
Kent
BR1 4EW

Tel: 02084665267

Website: www.excelcareholdings.com

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21 January 2021

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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

Park Avenue Care Home provides accommodation and nursing, or, personal care for up to 51 people. There were 47 people living at the home at the time of this inspection.

We found the following examples of good practice.

- The home had arrangements in place to test both people and staff for COVID-19, in line with the current guidelines on testing. Appropriate staff had been trained to carry out these tests. People and some staff had received a first dose of the vaccine.
- Staff had received recent training in infection control which had been updated to include information on managing the risk of the spread of COVID-19 and the use of Personal Protective Equipment (PPE).
- The home had a team of housekeeping staff that had been trained on infection control. There was an enhanced cleaning schedule in place that also ensured door handles, key pads, hand rails and high touch areas were consistently cleaned. We observed that the home was very clean and well kept.
- There was a visitor's policy and visitor's guide with detailed advice for families. The home's garden facilities had been used in the warmer weather. There was a dedicated visitor's room with separate entrance and a full screen, which was in use when local health restrictions permitted. Visits were booked in advance, personal protective equipment (PPE) provided and staff cleaned the visiting area between each visit. There was a dedicated staff member to oversee visits, support people and their families and ensured social distancing was maintained.
- People were supported to maintain links with friends and family via telephone and video calls. Links with families were maintained through regular communication and relatives' meetings held on line which allowed many relatives including families in other countries to take part.
- There was a comprehensive set of policies, procedures audits and detailed risk assessments in relation to the management of infection control risks and in particular Covid-19.

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

Park Avenue Care Home

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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 21 January 2021 and was announced.

Is the service safe?

Our findings

S5 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 as far as possible as some people at the service did not have the capacity to understand the need for social distancing.
- 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.