

Park House Care (UK) Ltd

Park House

Inspection report

Martinstown
Dorchester
Dorset
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Tel: 01305889420

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Ratings

Overall rating for this service

Good 

Is the service safe?

Inspected but not rated

Is the service caring?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Park House is a residential care home. The home is registered to accommodate up to 20 older people in one adapted building. Nursing care is not provided by staff in the home. This type of care is provided by the community nursing service. At the time of this inspection there were 19 people living in the home.

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

People felt respected and well cared for by staff who knew them well. Their relatives shared this sense of care and were confident that their loved ones were treated with dignity and respect.

Staff spoke about people with care and respect and felt respected themselves as part of a strong and committed team. They told us they were well supported by the registered manager and the owners.

The home was clean. Staff were carrying out additional cleaning to reduce the risk of cross infection. Cleaning chemicals used at the home were effective against Covid-19. Infection prevention and control audits took place.

Staff had received training on how to keep people safe during the Covid-19 pandemic and had plentiful supplies of personal protective equipment. Staff were seen to be wearing their PPE appropriately throughout our visit.

Staff, visitors and people were tested for Covid-19 in line with the government's current testing programme. Visiting was being supported in a variety of ways to suit individual needs.

The size and layout of the home meant there were a variety of well - ventilated spaces available for people who wished to spend their time with others.

Why we inspected

We undertook this targeted inspection to follow up on specific concerns we had received about the treatment of people in the home. The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to check 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.

We found no evidence during this inspection that people were at risk of harm from this concern.

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.

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

Follow up

We will 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

Is the service caring?

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

Is the service well-led?

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

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.

The inspection

This was a targeted inspection to check on a specific concern we had about the management of risk. We will assess all of the key question at the next comprehensive inspection of the service.

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

One inspector undertook the inspection.

Service and service type

Park House is a 'care home.' People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement.

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

The inspection visit took place on 2 June 2021 and was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We used this information to plan our inspection. We gathered information from social care professionals who worked with the home.

During the inspection.

We spoke with seven people and received feedback from six relatives. We also spoke with registered manager, the owner and three members of the care team. We also spoke with two health professionals who worked in partnership with the home on a regular basis. We reviewed records related to the management of the Covid-19 risks and compliments and complaints raised with the home. We also ensured that all staff had the opportunity to contribute to the inspection in confidence. We received feedback from three further members of the team.

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.
- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

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.

Respecting and promoting people's privacy, dignity and independence

- People told us the staff were kind and treated them well. One person told us: "I would say they are driven by kindness." Another person described the welcome they got on return from hospital as being 'a bit of magic' and told us they felt cared for and very much at home.
- People told us they had never seen or heard any member of staff being unkind to anyone.
- Relatives echoed these sentiments telling us that their loved ones felt at home and they were reassured by the care and kindness they witnessed when visiting. One relative described this saying they were content in the knowledge that their loved one was: "getting all the correct care, emotional support, treated with sensitivity and dignity, remains safe and most of all happy".
- People were supported to make choices about where they spent their time and some people preferred to remain in their rooms. Bedroom doors were kept closed when any care was carried out or if the person preferred this. People's rooms were reflective of their personalities and filled with their own possessions and pictures.
- People were encouraged to maintain their skills through organised and individual activities.
- Visiting professionals told us the staff were kind and respectful. One professional commented that the home was consistent, and they witnessed the same level of attentiveness and personalised care on all visits whether that be the middle of the night or throughout the day.
- The home received regular compliments about the caring nature of the team.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture. 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.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People, relatives and staff described a home that encouraged people to share how they felt and what mattered to them. This was achieved through formal feedback and meetings and ongoing informal conversations.
- Compliments received described how well people had been cared for during their time at Park House, including how well they had been supported at the end of their lives.
- Staff all told us they felt able to share any concerns or ideas with the registered manager. They told us the registered manager was approachable and responsive. One member of the team told us that the manager wanted the best for people they said to achieve this they "heart and soul into it".
- Health professionals told us that people received good care from a well organised staff team. They told us that senior members of the team communicated effectively and positively, and the team all followed guidance to achieve the best outcomes for people.