

Edward Dale and Charlotte Ellison

Park House Care Home

Inspection report

Congleton Road
Sandbach
Cheshire
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25 February 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 House is a residential care home providing nursing and or personal care to 16 people aged 65 and over at the time of the inspection. The service can support up to 29 people. Accommodation is provided across two separate floors.

We found the following examples of good practice.

People told us that they felt safe and well cared for and made positive comments about the way they had been cared for throughout the COVID-19 pandemic.

Relatives of people who lived at the home told us how they had been supported and kept informed throughout the COVID-19 crisis. They told us that managers and staff had helped them maintain contact with their relatives via, Zoom meetings, Video calls and telephone calls.

At the time of the inspection visits inside the home in people's rooms were only allowed in exceptional circumstances such as end of life. At such times special arrangements would be made, sensitive to the needs of the person and their visitors to ensure the safety and wellbeing of all concerned.

The provider had made alterations to the home to ensure relatives could visit their loved ones in complete safety. A purpose-built visiting room had been created. It was located on the ground floor and could be accessed via the courtyard. The visiting room was heated, ventilated, and fitted with floor to ceiling screen and intercom to afford safe visiting.

All visitors were offered a lateral flow device (LFD) test for COVID-19 and were asked to complete a health screening form, had their temperature checked and were provided with personal protective equipment (PPE) to wear throughout their visit.

Whole home testing was in place for people, and staff.

Staff presented as, knowledgeable, competent and caring professionals. They had benefited from training, support and guidance on infection control including COVID-19 and demonstrated skill and confidence in the way they carried out their duties and responsibilities.

Staff had access to PPE and there were PPE 'stations' situated at various locations around the home.

The home was clean and free of malodour throughout. Enhanced cleaning schedules were in place to reduce the risk of transmission of 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?

Inspected but not rated.

Inspected but not rated

Park House 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 25 February 2021 and was announced.

Is the service safe?

Our findings

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.