

Alexandra Specialist Care Limited

# Park View Care Home with Nursing

## Inspection report

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Date of inspection visit:  
29 September 2020  
30 September 2020

Date of publication:  
27 October 2020

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Good</b> ●
Is the service effective?	<b>Good</b> ●
Is the service well-led?	<b>Good</b> ●

# Summary of findings

## Overall summary

### About the service

Park View Care Home with Nursing is a residential care home providing personal and nursing care to 25 older people, who may be living with dementia, at the time of our inspection. The service can support up to 44 people in single bedrooms with sufficient bathing and communal spaces to meet their needs. Park View Care Home with Nursing will be referred to as Park View within this report.

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

The registered manager implemented safer recruitment procedures to employ staff suitable to work with vulnerable people. They enhanced their infection control procedures and had good stocks of Personal Protective Equipment. An employee said, "I also feel safe because there's lots of equipment and hand sanitiser." Care files contained personalised risk assessments to guide staff in keeping people safe. Staff had a very good level of expertise in managing medication safely.

Staff had extensive annual face-to-face training. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible. The policies and systems in the service supported this practice. A relative told us, "Staff prevented her from disappearing and brought her back to life because they understood her, made her feel alive and beautiful to see." Staff assessed and monitored people's nutritional needs.

The registered manager sought feedback from people and their relatives to check the quality of service delivery. A relative stated, "It's a world apart from other places I've been. I cannot thank them enough." Staff spoke highly of the registered manager and expressed feeling well-supported. The management team worked closely with other organisations to improve people's quality of life.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection and update

The service was newly registered on 08 August 2019 and has not yet been awarded a rating. We completed a targeted inspection on 14 and 15 July 2020 to check on a specific concern we received about recruitment processes. There was a breach of regulations. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

### Why we inspected

This inspection was carried out to follow up on action we told the provider to take at the last inspection.

### Follow up

We will continue to monitor information we receive about the service until we 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?

Good 

The service was safe.

Details are in our safe findings below.

### Is the service effective?

Good 

The service was effective.

Details are in our effective findings below.

### Is the service well-led?

Good 

The service was well-led.

Details are in our well-led findings below.

# Park View Care Home with Nursing

## **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 Care Act 2014.

#### Inspection team

This inspection was carried out by one inspector.

#### Service and service type

Park View is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

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

This inspection was announced. We are mindful of the impact of the COVID-19 pandemic on our regulatory function and we took account of the exceptional circumstances by giving 24 hours' notice.

#### What we did before the inspection

We reviewed information we gained about Park View, such as feedback from the local authority and professionals working with them. The provider was not asked to complete a provider information return prior to this inspection. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. We took this into account when we

inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

#### During the inspection

We spoke about Park View with two people, three relatives, seven staff and the registered manager. We walked around the building to carry out a visual check. We did this to ensure Park View was clean, hygienic and a safe place for people to live.

We looked at records related to the management of the service. We did this to ensure the provider had oversight of the home, responded to any concerns and led Park View in ongoing improvements. We checked care records of two people and looked at staffing levels, recruitment procedures and training provision.

# Is the service safe?

## Our findings

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

This is the first rating for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

### Staffing and recruitment

At our last inspection the provider failed to establish and ensure the effective operation of recruitment procedures to make sure persons employed were of good character. This was a breach of regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Fit and proper persons employed.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 19.

- The registered manager implemented and followed safer recruitment procedures to employ staff suitable to work with vulnerable people.
- Staff were not rushed in their duties because the registered manager ensured sufficient levels met people's needs in a timely way.

### Preventing and controlling infection

- The registered manager enhanced their infection control procedures, following guidance, during the current pandemic. They implemented new auditing and staff training, particularly in relation to handwashing. The provider had purchased a machine to check the effectiveness of this.
- They introduced additional infection control audits to ensure people lived in a clean, safe environment. There were good stocks of Personal Protective Equipment, such as disposable gloves, masks and aprons, which staff used correctly.
- When family visits were permitted, the registered manager provided a safe, closed system. People commented there were multiple ways to ensure contact was maintained. One person said, "I can't have visits, but I get to talk with my [relative] every day on the computer."

Assessing risk, safety monitoring and management; Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- Care files contained personalised risk assessments to guide staff in keeping people safe. People confirmed they felt safe at Park View. A relative stated, "I know [my family member] is safe. It means the world to me because I can't physically be with her."
- Staff demonstrated a good awareness of safeguarding people against harm or abuse.
- The registered manager checked the environment to ensure people lived in a safe, comfortable home. They reviewed incidents to assess for any lessons to learn.

#### Using medicines safely

- Staff demonstrated a very good level of expertise in managing each person's medicines safely. People and their relatives verified medication was administered as required and on time.

# 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.

This is the first rating for this newly registered service. This key question has been rated good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Staff support: induction, training, skills and experience

- Staff had extensive annual face-to-face training on a wide range of topics, including infection control, dementia, moving and handling, personalised care and nutrition. One staff member told us, "I'm proud to work here, they provide everything you need."

Ensuring consent to care and treatment in line with law and guidance; Adapting service, design, decoration to meet people's needs

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS). We checked whether the service was working within the principles of the MCA and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- At the time of our inspection, the service supported 11 people who had a legally authorised DoLS. Staff showed a skilled understanding of related principles. A staff member commented, "Explain it, check it's ok and always make sure people agree and proceed at their own pace."
- The home was set up to optimise the wellbeing of people who lived with dementia. This included wide, bright corridors, dementia-friendly signage and a vibrant décor.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law; Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- Staff used an electronic care planning system, which enabled them to complete records and monitor people at the time of input. Relatives said each person's health was regularly assessed to improve their wellbeing. One relative stated, "[My relative] is much better now because staff acted quickly."

Supporting people to eat and drink enough to maintain a balanced diet

- Staff assessed and monitored people's nutritional needs. They supported them to have meals of their



choice to encourage a good appetite. A relative told us, "Great food and she's putting weight on. They have afternoon tea and I go along, it's the best meal of the week for me."

# 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.

This is the first rating for this newly registered service. This key question has been rated good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- The service had a warm and welcoming atmosphere. People said Park View was their home and they were in control of their day-to-day lives. One person stated, "I'm treated as an individual, as someone who is important. I can come and go and do as please."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The registered manager sought feedback from people and their relatives to check the quality of service delivery. A relative commented, "Staff are incredibly kind, they go above and beyond." Another relative said, "I'm very happy, there's nothing they could do to improve anymore."
- Staff spoke highly of the registered manager and expressed feeling well-supported. A staff member told us, "There's always an answer here. If we are struggling with something, it's sorted. That's what [the registered manager] is all about."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong; Continuous learning and improving care

- The registered manager regularly completed a variety of audits to enhance everyone's safety and welfare.
- Staff said they had regular meetings and felt clear about their roles and responsibilities. One employee commented, "Any new changes are explained properly. It's a happy atmosphere because we work well as a team."
- Relatives told us they felt reassured their family members were safe during the current pandemic because of strong leadership. They advised the registered manager was transparent and engaged with them about the day-to-day running of Park View. One relative stated, "I respect their decisions because I understand them."

Working in partnership with others;

- The management team worked closely with other organisations to improve people's quality of life. This included the local authority, commissioners and health and social care teams.