

Jewelglen Limited

# Parkview Residential Home

## Inspection report

54 Chorley New Road  
Bolton  
Lancashire  
BL1 4AP

Tel: 01204363105

Date of inspection visit:  
09 March 2021

Date of publication:  
06 April 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Parkview Residential Home is a large property built on three levels with a passenger lift to all floors. The home provides 35 places for the care of elderly people including six places for people with a physical disability. The home, which has garden areas to the front and rear, is situated close to Bolton town centre and main bus routes and facing a local park. On the day of the inspection the home was supporting 34 people.

We found the following examples of good practice.

The home had implemented alternative methods of keeping in contact with relatives during the pandemic. These included telephone calls, face time, skype and the use of postcards.

All visitors to the service were screened for symptoms of acute respiratory infections prior to being admitted into the home. There was prominent signage and clear information all around the home to help ensure people's safety.

People had individual visitor plans in place and there was a booking system for all visits. Visitors accessed the visiting pod via a separate entrance and did not have contact with anyone other than their own relative. The pod was thoroughly cleaned between visits.

Staff wore appropriate personal protective equipment (PPE) at all times within the home. There were designated areas for donning and doffing PPE and disposal was done safely according to current guidance. Arrangements were in place for staff to socially distance during breaks.

There was no movement of staff between homes and no agency staff were used. Extra care staff had been employed to ensure continuity of service in the event of staff sickness. Extra housekeeping staff had also been employed to ensure cleaning schedules could be followed effectively. Laundry processes were efficient and followed safe hygiene practices.

There were clear procedures for new admissions to the home, which followed current guidance. The home was able to use cohorting and zoning measures if required. The layout of the home had been changed to help ensure social distancing and good ventilation was in place around the home.

Whole home testing was taking place within the home. Risk assessments had been carried out on people in high risk groups and mitigation put in place where required.

The infection prevention and control (IPC) policy was up to date and in line with current guidance. The service was aware of how and when to access advice and guidance from the local IPC team.

Further information is in the detailed findings below.

## 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**

# Parkview Residential 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.

The inspection took place on 9 March 2021 and was announced.

# Is the service safe?

## Our findings

- 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.