

The Params Care Limited

# The Params

## Inspection report

18 Foxley Lane  
Purley  
Surrey  
CR8 3ED

Tel: 02086607747

Date of inspection visit:  
03 March 2021

Date of publication:  
23 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Params is a residential care home providing nursing and personal care for up to 13 people. At the time of our inspection there were 11 people living in the home.

We found the following examples of good practice.

The provider had developed new ways of recording observations about people's health which were shared with healthcare professionals in advance of appointments. This had reduced the need for external visitors to the home and had facilitated good virtual consultations with healthcare professionals.

The provider was following best practice guidance to prevent visitors to the home spreading COVID-19 infection. The provider had individual visitor plans and they kept in touch with family members and people's friends through regular phone calls, emails, text messages and video conferencing.

The provider had arrangements for visitors to meet with people in the conservatory, entering through the conservatory doors with no contact with other residents. All visitors were asked COVID-19 screening questions on arrival, and had their temperature checked. A COVID-19 lateral flow test was carried out on visiting professionals who were not on the national testing programme. This was to ensure the safety of staff and people.

People were supported to see visitors in the garden during summer. People whose mental wellbeing required extra contact with their family were driven to their loved-one's home for a socially distanced doorstep visit.

To ensure people's well-being the provider engaged people with online activities and workshops; the provider had employed an activities co-ordinator who was due to start work in March 2021.

The provider had an admissions process in place. People had a COVID-19 test within 24 to 48 hours prior to being admitted into the service and were isolated for 14 days following admission to reduce the risk of transmission of the virus.

The home had an area for staff to don and doff (put on and take off) personal protective equipment (PPE).

Our observations during the inspection confirmed staff were adhering to PPE and social distancing guidance.

The provider had ensured staff who were more vulnerable to COVID-19 had been assessed and plans were in place to minimise the risk to their health and wellbeing.

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**

# The Params

## **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 3 March 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.
- 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 making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. There was no system in place to indicate staff had completed their cleaning; the provider informed they would implement a system for this. The clinical waste bins outside the service were not locked; the provider assured us they would install locks for these bins.
- We were assured that the provider's infection prevention and control policy was up to date. However, some of the actions following the infection prevention and control audits were not implemented. For example, there were no spill kits to deal with spillage of blood and bodily fluids; the provider informed us all the actions from the infection prevention and control audits would be implemented.

We have also signposted the provider to resources to develop their approach.