

Parkhouse Care Limited

# Park House Nursing Home

## Inspection report

Kinlet  
Bewdley  
Worcestershire  
DY12 3BB

Tel: 01299841265

Date of inspection visit:  
21 March 2022

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19 April 2022

## 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 Nursing Home is a residential care home providing personal and nursing care to 38 people aged 65 and over at the time of the inspection. Most people who live at Park House Nursing Home have dementia. The service can support up to 40 people over three floors in one adapted building.

We found the following examples of good practice.

The provider's visiting policy aligned with Government guidance on visiting arrangements in care homes. One member of staff each day was allocated to support with visiting. This staff member supported visitors with COVID-19 testing, PPE, completing relevant paperwork and escorting them safely to and from their family member's bedroom.

The registered manager had assessed PPE 'stations' in the home to be a risk to people. Staff therefore had waist bags in which they carried their personal protective equipment (PPE) around with them. These were easily wipeable to maintain their cleanliness.

Staff used PPE in accordance with current Government guidance. Staff had completed training on how to keep people safe during the COVID-19 pandemic. Infection prevention and control audits and spot checks were undertaken regularly to make sure staff were compliant with infection control procedures.

## 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**

# Park House Nursing 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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 21 March 2022 and was unannounced.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

### How well are people protected by the prevention and control of infection?

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.
- The provider's visiting policy aligned with the current Government guidelines. Following our inspection and an update to Government guidance the provider updated their policy. The registered manager told us they had taken a cautious approach to visiting but the arrangements were not fixed and were to be reviewed regularly.
- A whole home approach had been taken to the visiting arrangements to ensure staff could facilitate visiting in a way which kept people safe. Each person had an individual risk assessment so arrangements could be personalised to them, including where the visit happened. The registered manager was flexible with arrangements and encouraged visitors to discuss any concerns with them.