

## Parklands Healthcare Limited

# Parklands

### Inspection report

Callow Hill Lane  
Callow Hill  
Redditch  
Worcestershire  
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Tel: 01527544581

Date of inspection visit:  
05 March 2021

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12 April 2021

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Parklands is a residential care home that provides accommodation and personal care to up to 29 people aged 65 and over. At the time of our inspection there were 21 people living at the home.

We found the following examples of good practice.

A visitor room was available on an appointment basis. This was accessed through a separate entrance and visitors were required to have a test for COVID-19 and wear full Personal Protective Equipment (PPE).

Staff wore PPE in line with government guidance. PPE was available in bathroom areas and clinical waste bins were in place for safe disposal.

Staffing had been increased to support enhanced cleaning and laundry practices. However, cleaning schedules had not been amended to include high touch areas. An enhanced cleaning schedule has now been implemented.

There was a duty office near the main entrance which was used by visiting professionals and cleaned after each use. This meant professionals could ensure people received necessary treatment whilst limiting contact with others.

Some areas for improvement were identified. For example, better signage in entrance foyers about COVID-19 and individual staff risk assessments. The registered manager took this on board and implemented changes.

## 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**

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## **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 COVID-19 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 05 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's infection prevention and control policy was up to date. Staff were not risk assessed to consider COVID-19 and their individual needs.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Enhanced cleaning, including high touch areas, was not recorded on cleaning schedules. This limited the ability of the registered manager to monitor this additional cleaning.

Staff were not routinely getting changed at the beginning and end of their shift. This was not in line with the provider's own policy.

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