

Avante Care and Support Limited

Parkview

Inspection report

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Date of inspection visit:
10 March 2021

Date of publication:
21 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

Parkview is a residential care home providing personal care and support to up to 69 people living with dementia. At the time of this inspection 56 people were living at the home. The home is purpose built and spread across three wings and over two floors.

We found the following examples of good practice.

The provider had infection prevention and control policies and procedures in place which covered the management of COVID-19 and how to reduce the risk of infections.

People were supported to receive visitors safely. The service had appropriate procedures in place and screened visitors for any acute respiratory infections which included carrying out a COVID-19 test and a temperature check. Visits were limited to one visitor per person and visits had to be arranged in advance to ensure they were managed safely. Visits were held in a designated area which was disinfected after each use.

The service had arrangements in place to test people and staff regularly for COVID-19 in line with current national guidance. People and some staff had also received their first dose of a COVID-19 vaccine.

We saw that the service had enough personal protective equipment (PPE) in stock, including face masks, gloves, aprons and face shields. There were PPE stations set up at different points around the home to ensure staff had easy access to PPE when required and to help minimise the risk of the spread of infections.

The service had appropriate procedures in place to admit new people which followed current national guidance on testing them for COVID-19 and implementing a 14-day isolation period from the time they moved in.

Staff had completed infection prevention and control training which included COVID-19 safety and the use of PPE. We observed staff using PPE appropriately.

The provider had a business continuity plan in place and had carried out risk assessments and audits in relation to the safe management of infection control risks and COVID-19.

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

Detailed findings

Background to this inspection

The 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 10 March 2021 and was announced.

Is the service safe?

Our findings

Preventing and controlling 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 assured that the provider's infection prevention and control policy was up to date.