

# N. Notaro Homes Limited

# Clarence Park

## Inspection report

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Date of inspection visit:  
20 January 2022

Date of publication:  
23 February 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Clarence Park is a 43 bedded residential service based in Weston Super Mare. The service is registered to provide accommodation and nursing or personal care to predominantly older people. At the time of our inspection visit, there were 23 people living at the service.

We found the following examples of good practice:

- The provider ensured they adhered to COVID-19 testing regime in line with the government guidance. They documented consent for regular testing from both people living at the service and their staff.
- There were comprehensive cleaning schedules in place, including the cleaning of frequently used and touchpoint areas.
- The provider kept their staffing levels under a constant review and ensured appropriate occupancy in line with the people's dependency levels and staff wellbeing.
- Safe arrangements were in place for both external professionals and people's relatives visiting the service. This included a confirmed negative lateral flow device test's result, a proof of vaccination against COVID-19, hand sanitisation and use of personal protective equipment (PPE).
- Policies and procedures relating to COVID-19 were up to date and enabled staff to keep people safe.
- All staff received training and followed correct infection control and using PPE processes. The provider ensured staff were compliant with the good practice by carrying out regular spot checks.

## 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**

# Clarence Park

## **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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 20 January 2022 and was announced. We gave the service one day's notice of the inspection.

# 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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.