

Mr J & Mrs M J Hanney

Park Farm House

Inspection report

Parkfield
Pucklechurch
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09 February 2022

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Park Farm House is registered to provide accommodation for up to 10 people who require help with personal care. The service specialises in the care of older people living with dementia but does not provide nursing care. At the time of our visit there were ten people living at the service.

We found the following examples of good practice.

Staff greeted visitors at the entrance to the home and took their temperature and ensured they were wearing the correct Personal Protective Equipment (PPE). Arrangements for visiting were displayed clearly so health and social care professionals, friends and family knew what was expected of them to keep people safe.

Visitors had to leave their contact details as part of a track and trace and complete a health declaration and show a negative lateral flow test. Vaccination status was checked for all contractors and health and social care professionals in line with legislation that had come into effect in November 2021. A contractor was on site and confirmed that they had completed the above process.

The environment had been adapted by moving furniture to enable social distancing and the home had been decluttered to help with keeping communal areas clean. The provider had replaced the furniture with items that were washable to minimise risks of cross infection. Regular cleaning was taking place including high touch points such as door handles, handrails and television remotes.

Staff said that the provider last year had also employed a housekeeper to help with the day to day cleaning as previously this was completed by the care staff. Staffing had been increased since the last inspection so there were now three care staff at peak times to help with mealtimes and to support people with one to one and group activities. There was also a senior manager on shift that also could support when needed. Staff were positive and the atmosphere was calm, with staff engaging with people. Staff spoke positively on how the team had pulled together during the pandemic to ensure people were safe and received the care and support they needed. They were proud that they had not needed agency and staffing had been maintained throughout. A person told us the staff were kind and they were happy living in Park Farm House. People were seen having healthy banter with staff.

People were supported to see friends and family in accordance with government guidance. People and their relatives had been asked who their named visitors would be. Essential Care Givers (named relative) were supported to visit during the recent outbreak and where people were end of life relatives were also supported to spend time with their loved one.

Relatives we contacted were satisfied on how the staff and management had managed the pandemic and kept their loved ones safe. A person living in the home told us could they speak with their daughter regularly on the phone and they had visited.

The provider/registered manager and the senior management had ensured that staff had up to date information to keep people and staff safe. Staff demonstrated a good understanding of the guidance to minimise risks in respect of the pandemic. Risk assessments were in place that were in the process of being updated to reflect changes in government guidance. Audits were completed in respect of health and safety which covered infection control and waste management.

All staff had received additional infection prevention and control training, and this had been updated annually. Further training was planned for all staff.

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 Farm House

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 9 February 2022 and was announced. We gave the service 24-hour 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.

Visiting in care homes

People were supported to maintain contact with friends and family. The home was following government guidance in respect of care home visiting. Relatives, people and staff confirmed that visits in and out of the home were supported.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.