

Phoenix Care Homes Limited

Deer Park Care Centre

Inspection report

Detling Avenue
Broadstairs
Kent
CT10 1SR

Tel: 01843868666

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17 December 2020

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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

Deer Park Care Centre is a residential care home providing personal care to people living with complex and enduring mental health conditions. In addition to this some people were living with a range of physical health conditions. At the time of our inspection 24 people were living at the service. The service accommodates up to 38 people in one adapted building.

We found the following examples of good practice.

There was adequate amount of personal protective equipment (PPE) around the service. Staff used PPE appropriately.

There were clear processes in place for visitors to follow. Visitors were temperature checked, completed a health declaration and wore appropriate PPE. There was a designated room called the hub with a separate entrance, so visitors did not have to walk through the main house.

No visits from relatives were currently permitted due to the current situation. People were supported to remain in contact with loved ones by video calls. Relatives were updated about the service by phone calls and a newsletter.

People were adhering to isolation and social distancing guidelines. People were provided information and updated guidance to help them make their own choices.

The service was clean and extra cleaning duties were being carried out such as cleaning areas that were frequently touched. Some areas of the service had recently been redecorated and flooring had been changed in some parts of the service to make cleaning easier and more effective.

The registered manager was working with other local services and agencies in the area regarding infection control and had updated risk assessment for all staff and people.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Deer Park Care Centre

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 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 17 December 2020 and was unannounced.

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 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.