

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Mrs Zeenat Nanji & Mr Salim Nanji

Location / Core Service address	Date
Parkside Lodge Residential Home 28 Wykeham Road Worthing BN11 4JF	04/09/2020

Dear Mrs Zeenat Nanji & Mr Salim Nanji

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Are infection risks to people using the service being thoroughly assessed and managed?

Yes	Infection risks to people using the service are being thoroughly assessed and managed.
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1.2 Does the service have the resources to obtain, and reliable access to, all the supplies, personal protective equipment and C-19 testing it needs, for both staff and people who use the service?

Yes	The service has reliable access to the right personal protective equipment and C-19 testing for both staff and people who use the service.
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1.3 Does the location's environment and layout support preventing and containing transmission of infection?

Yes	The location's environment supports the preventing and containing the transmission of infection.
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1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?

Yes	Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.
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1.5 Are medicines being managed safely and effectively?

Yes	Medicines are being managed safely and effectively.
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1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?

Yes	Risks to the health of people using the service are being properly assessed, monitored and managed.
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Assessment Area 2

Staffing arrangements

2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?

Yes There were enough suitable staff to provide people with safe care in a respectful and dignified way.

2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?

Yes There were realistic and workable plans for managing any staffing shortfalls and emergencies.

Assessment Area 3

Protection from abuse

3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?

Yes People were being protected from abuse, neglect, discrimination, and loss of their human rights.

3.2 Are the service's safeguarding and other policies and practice, together with local systems, properly managing any concerns about abuse and protecting people's human rights?

Yes Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?

Yes	The provider is monitoring and protecting the health, safety and wellbeing of staff.
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4.2 Does the provider have effective systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise?

Yes	The provider's systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise are effective.
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4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?

Yes	Staff are supported to raise concerns and give feedback about the service.
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4.4 Is care and treatment provided to people being properly recorded?

Yes	Care and treatment provided to people is being properly recorded.
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4.5 Is the provider able to work effectively with system partners when care and treatment is being commissioned, shared or transferred?

Yes	The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.
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Overall summary

From our discussion and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic.

Infection control – You advised that, with the support of the owners, you have been able to maintain a good supply of Personal Protective Equipment. You advised that

you complete a tracker to keep on top of this. You were able to demonstrate that staff are still using PPE appropriately.

Delivering care – You advised that you have completed appropriate risk assessments and are now able to facilitate visits to the care home. The government guidance around visiting can be found here:

<https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus>
You confirmed that staff have offered increased 1:1 time for residents and have focussed on keeping them engaged and active throughout lockdown.

Supporting staff – You stated that your team have worked hard and flexibly to ensure safe care and treatment is delivered. There is a new support app for social care workers that they can use to get additional personal support:

<https://workforce.adultsocialcare.uk/join>. You may already be linked in Skills for Care or other support networks. However, Skills for Care have developed a support service for ASC registered managers that offers free national training and support packages focused on COVID-19 problems. It includes local networking opportunities for services and managers. You can find out about both at:

www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/support-for-registered-managers.aspx.

Please note, the summary of the ESF conversation we are sharing with you is intended as a private record of the conversation between you and our inspector and not as a public document giving assurance on the quality of care delivered by yourself, as a result we will not be publishing the summary documents on our website and don't envisage them being shared publicly.