

D W Robson and J R Robson

Close House Nursing and Residential Care Home

Inspection report

Close House
Hexham
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Date of inspection visit:
14 December 2020

Date of publication:
24 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Close House is a residential care home providing accommodation, nursing and personal care to up to 22 older people, some of whom are living with dementia. At the time of our inspection there were 12 people living at the service

We found the following examples of good practice.

- Measures were in place to support visitors to safely access the service and prevent them from spreading infection during their visits. Alternative arrangements were in place to support people to maintain contact with their loved ones when face to face visits were not possible.
- Staff and people were supported to maintain social distancing. Furniture had been moved to support people to be able to stay two meters apart where possible.
- People's wellbeing was at the forefront of the care they received. Staff told us they explained and reassured people about the changes to care that had taken place during the pandemic. This included supporting people to understand staff wearing facemasks.
- Staff had received training in the appropriate use of PPE and were able to correctly explain how they put it on and took it off.
- Quality assurance audits were completed to ensure safe infection control practices were being followed and to identify any improvements. Staff told us they were supported to raise any concerns or anxieties and had access to a helpline for additional support.

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 were following safe infection prevention and control procedures to keep people safe.

Further information is in the detailed findings below.

Inspected but not rated

Close House Nursing and Residential Care Home

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 14 December and was announced.

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.