

Willbern Care Limited

Courtlands Care Home

Inspection report

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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

Courtlands is a residential care home providing personal and nursing care for up to 35 people, some of whom are living with dementia. At the time of the inspection 34 people were receiving support.

We found the following examples of good practice:

- The service allowed people to meet visitors in a designated visitors room. This was situated in an outbuilding which enabled people to receive visitors without friends and relatives entering the main building. When visitors did need to come inside the building (for example if a person is receiving end of life care, or if contractors visit the service,) rigorous procedures were in place. This included completion of a risk assessment with visitors before any visit was arranged. Visitors were required to wear masks, and as necessary other personal protective equipment (PPE) to minimise the risk of infection to people and staff. These measures ensured the risk of infection was minimised.
- Staff had helped people to stay in touch with family and friends through phone calls, and through the internet. Regular newsletters were sent out to people's family and friends to keep them updated about life at the service. Staff had assisted people to learn to use IT and social media applications so they could keep in touch with family and friends. Electronic tablets, and a mobile phone had been purchased, by the registered provider, to enable people to have access to equipment as necessary.
- The service had identified an area of the building which could be used for people should they need to isolate, and /or who were admitted to the service. This ensured there was minimal risk from infection to other people at the service.
- Suitable testing routines had been arranged for staff and people who used the service.
- In spring 2020 the registered manager had arranged for the service to effectively operate as two separate units, with their own facilities and staff groups. This was to minimise the risk of cross infection. People who required more physical support due to physical or mental disability lived in the downstairs of the service. More intensive staff support was provided in the downstairs unit. This particularly helped people who had less ability to maintain physical distancing guidelines.
- Robust admission procedures were in place, for example, the service required documentary evidence of Covid-19 test results before people moved in, followed by a period of self-isolation.
- The service was providing a range of social activities for people to help to keep them entertained and occupied. The service had dedicated activities staff to provide one to one, and group activities. Some outings, organised according to government guidelines, were arranged so some people were still able to go out.
- Staff had received suitable training and guidance regarding infection control, and how to respond to the Covid 19 pandemic. Throughout the inspection we observed staff demonstrating suitable knowledge of good infection control practice. Other staff training had also been maintained. The registered manager said many in the staff team had also been keen to complete additional non essential training to improve their knowledge and skills.
- The service had comprehensive policies and procedures in respect of Covid 19 and its implications on the running of the service. From our discussions and observations these had been effectively implemented.

- The service was very clean and had effective cleaning routines to ensure risks were minimised and people were kept safe. Additional ancillary staff had been employed, since the start of the pandemic, to help keep hygiene standards to a high standard.
- The registered manager said staff sickness throughout the period of the pandemic had been minimal. The registered persons had employed additional care staff, and this had resulted in no agency or bank staff being used so far in 2020. The registered manager said the staff group had been very committed to ensuring service standards had been maintained to a high standard, and people had been kept safe. The registered manager said she was "really lucky", to have such good staff and she commented that, "They are brilliant."

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.

Inspected but not rated

Courtlands 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 27 October 2020 and was announced. The service was part of a thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.

We found no concerns in respect to the provider's response to the Covid -19 pandemic, or in general regarding standards of quality and safety.