

Knights Care Limited

Drovers Call

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

Drover's Call is care home which provides nursing and personal care for up to 60 people. At the time of inspection there were 49 people living in the service.

We found the following examples of good practice.

- A recent outbreak of COVID- 19 at the service had been managed well and the plans in place to support people had been utilised safely. There was clear zoning at the service and robust measures in place to reduce staff movement from unit to unit. Staff who tested positive or had displayed symptoms of COVID- 19 had shielded in line with the government guidance and were symptom free before returning to work.
- Information and guidance on COVID- 19 restrictions and infection control measures in place was available and visible for staff, people and visitors. Visitors were required to complete a questionnaire, have their temperature taken and wear Personal Protective Equipment (PPE) before entering the service following the provider's infection prevention and control procedures.
- The manager had a clear communication programme in place for people, staff and relatives to keep them updated with issues related to COVID- 19.
- There were sufficient PPE supplies in place to ensure safe infection prevention and control practices were undertaken. Infection control policies had been amended to reflect current national guidance.
- There was an enhanced cleaning programme in place and the service was visibly clean and well maintained. The registered manager had made adjustments to staff roles and how staff were deployed around the service to support the cleaning processes and reduce cross contamination.
- The provider had ensured staff were skilled in infection prevention and control (IPC). This included up to date training on infection control and 'Donning and Doffing', how to put on and remove PPE. This was followed up with regular observation of practice.
- There was a testing programme in place for staff and people living in the service. This was to ensure if any staff or people who had contracted COVID- 19 and were asymptomatic, were identified in a timely way.
- Staff promoted and practised safe social distancing throughout the home as far as is reasonably practical. Clear systems were in place to shield and isolate people should outbreaks occur.
- People were supported to keep in touch with their relatives via telephone calls or video links. There was an electronic tablet on each unit to facilitate these calls. The provider had erected a Perspex screen in a conservatory area, which could be accessed from the garden to support relatives visits safely.
- People admitted to the service were supported in line with government guidance on managing new admissions during the COVID- 19 pandemic.

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 that this service met good infection prevention and control guidelines.

Inspected but not rated

Drovers Call

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 is safe, and the service is compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection was started on 26 November 2020 and was an announced inspection.

Is the service safe?

Our findings

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.