

Davis Care Limited

Garland House

Inspection report

Garland House, 2 Garlinge Road
Southborough
Tunbridge Wells
Kent
TN4 0NR

Tel: 01892532707

Date of inspection visit:
19 March 2021

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28 June 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Garland House is a residential care home without nursing which is registered to provide personal care for up to 20 people aged 65 and over. At the time of the inspection 15 people were living at the home. People living at the home had a variety of care and support needs, such as dementia and physical disabilities. The service is provided from an adapted home across two floors.

We found the following examples of good practice.

The service supported people to maintain safe contact with friends and family. People were supported to use the telephone and internet, and visits were facilitated using the garden and indoors with the use of protective screens.

Plans were in place to isolate people with COVID-19 to minimise transmission. The service had good supplies of personal protective equipment (PPE) that were readily available at stations throughout the service.

The provider had measures in place to prevent visitors from catching and spreading infections. Visitors were asked health screening questions and to sanitise their hands on arrival. Temperature checks and lateral flow tests were carried out and once a negative result was received staff facilitated the visit.

Staff had received training on how to keep people safe during the COVID-19 pandemic and staff and residents were regularly tested for COVID-19. The building was clean and free from clutter and high touch areas were subject to enhanced cleaning.

Staff ensured people's welfare had been maintained by facilitating socially distanced activities, such as creative sessions and sharing stories to stimulate discussions. People self-isolating received one to one support with activities.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below.

Inspected but not rated

Garland House

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

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

This inspection took place on 19 March 2021 and was announced.

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 using personal protective equipment 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 was meeting shielding and social distancing rules.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was admitting people safely to the service.