

Silver Tree Care Limited

Knoll House

Inspection report

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10 November 2020

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24 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Knoll House is a 'care home' registered to provide accommodation and personal care for up to 22 people.

We found the following examples of good practice.

- People were admitted safely to the service. Each admission was carefully planned, and a 14-day period of isolation was completed by each person.
- Staff were provided with a designated preparation area for their arrival at and departure from the service. Personal Protective Equipment (PPE) donning and doffing spaces were available within each corridor of the service with guidance and signs displayed throughout the building. Staff were seen to be maintaining social distance and adhering to the PPE guidance and protective measures in place.
- The service had been providing 'garden visits' with robust infection control procedures in place. Visits were limited and were by appointment only, with times allocated to avoid potential infection transmission with other visitors. The registered manager was assessing a room within the service with a view to being able to safely facilitate visits in the future which would not be weather dependent.
- Procedures and guidance had been developed by the registered manager which had been successfully implemented at the service.

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.

Inspected but not rated

Knoll House

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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 10 November 2020 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.