

Norse Care (Services) Limited Mayflower Court

Inspection report

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14 January 2021
18 January 2021

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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

Mayflower Court is registered to provide care for up to 80 people. The home supports older people all of whom were living with different forms of dementia. The accommodation comprised of a new, purpose built building over two floors. Mayflower Court is part of the Bowthorpe Care Village. This includes a 'housing with care scheme', The Meadows, which is inspected separately and was not part of this inspection. There were 67 people living in the service at the time of our inspection visit.

Mayflower Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. The Care Quality Commission regulates both the premises and the care provided, and both were looked at during this inspection.

We found the following examples of good practice.

Staff were observed to be wearing Personal Protective Equipment (PPE) in line with current government guidelines. Sufficient supply of PPE was also available.

All staff and people who used the service were receiving COVID-19 testing as per government guidelines. The service was well prepared for a COVID-19 vaccination programme.

Temperatures were checked daily for all people who used the service. This ensured their wellbeing was monitored on a daily basis and the staff team could support responsively where required.

Care plans and risk assessments were in place for all people who used the service, in relation to COVID-19. These documents had been reviewed throughout the pandemic ensuring all people using the service remain safe at all times.

The service had policies and procedures supporting infection prevention and control based on the latest government guidance. Clear signage was on display on the exterior entrance to the service and wherever required internally. This ensured all visitors and staff were aware of precautions to be taken prior to entering and within the service.

The families and advocates of people who used the service were kept informed, both of individual people's wellbeing and the status of the service regarding COVID-19.

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

Mayflower Court

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 visit took place on 14 January 2021 and was unannounced. Inspection activity continued until 18 January 2021.

Is the service safe?

Our findings

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were somewhat assured that the provider was meeting shielding and social distancing rules. The service was ensuring care staff were allocated to support people in separated zones to minimise the risk of spreading infections. However, cleaning staff were working across all zones which potentially increased the risk of spreading infection to infection free zones. The service was quick to rectify these concerns.
- 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.

Where appropriate we have signposted the provider to resources to develop their approach.