

Quebec Hall Limited

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Inspection report

Quebec Hall
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09 February 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

Quebec Hall is a residential care home and was providing accommodation and personal care to 20 people at the time of the inspection. The service can support up to 22 adults.

Quebec Hall accommodates people in a large listed building. There are spacious grounds for people to enjoy which also contain a number of sheltered bungalows which do not form part of the provider's current registration.

We found the following examples of good practice.

Due to COVID-19, external religious speakers had been unable to conduct Christian meetings within the service. A person who received support had taken this duty upon themselves and had conducted these services to their fellow house mates. This ensured the spiritual needs of the individuals had been continued.

Staff were observed wearing Personal Protective Equipment (PPE) in line with current government guidance. PPE was doffed within each individual's bedroom following support and disposed of appropriately to reduce the risk of cross contamination.

All people who had chosen to have the COVID-19 vaccination had done so, ensuring their mental capacity had been assessed prior to this process.

Robust risk assessments had been completed for both the people supported and the staff team. This ensured that all known risks had been assessed in relation to COVID-19 on a personal basis.

All areas within the service were clean and clear from clutter. Cleaning records reviewed evidenced regular cleaning of all areas, including higher risk touch points.

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.

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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 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 09 February 2021 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.

We have also signposted the provider to resources to develop their approach.