

Care UK Community Partnerships Ltd

Queens Court

Inspection report

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Berkshire
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22 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

Queens Court is a care home with nursing. It can accommodate up to 62 people. Individual en suite bedrooms and communal areas were located over three floors. At the time of the inspection 47 people lived at the home, however, four had recently been admitted to hospital.

We found the following examples of good practice.

Visitors were restricted during the current outbreak of Covid-19. All visitors were required to have their temperature checked and undertake a Lateral flow test before they could access the building. Family members were able to visit people in exceptional circumstances (failing health) and full PPE was provided to them for the length of their visit.

Clear signage outside of the home provided visitors and relatives with expectations on what they would need to do prior to entering the home.

Staff were required to have a Lateral flow test prior to each duty shift, in addition to weekly testing. Any staff who received a positive result were required to have a further PCR test and self-isolate for the required time.

The service had good supplies of PPE. This was readily available at the entrance and around the building. There were areas for donning and doffing PPE and clinical waste bins were provided for disposal. Hand sanitiser was available throughout the building. We observed some improvements could be made regarding the use of PPE by staff who were leaving and re-entering the building. The provider has responded to our feedback.

People were encouraged to remain in their rooms and communal areas had been made inaccessible. We found there was some additional learning required for senior staff on the development of the rota to ensure the deployment of staff minimised the risk of spreading the virus. We provided feedback to the provider prior to our visit and were able to confirm appropriate action had been taken when we attended the home.

At the time of the inspection the home was closed to new admissions due to the outbreak status. However, prior to this there was a procedure in place to ensure people were admitted safely. All new residents had a test prior to admission and were required to self-isolate for the required timeframe.

The home was supported by a team of domestic staff who had implemented an enhanced cleaning schedule to include frequently touched areas. Additional sanitisation facilities were also available to domestic staff.

People's health was monitored each day using a nationally recognised tool to help identify any changes in health or well-being. People's care plans were updated with any changes in their health in a timely manner.

Risk assessments for both people and staff were completed. Each person had a Coronavirus care plan in place. These detailed how the person should be supported to prevent them from exposure to the virus. Any accidents and incidents were monitored.

The provider had systems in place to monitor the service. This consisted of bi-monthly auditing by a regional quality lead and the registered manager was required to complete regular audits within the home.

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

Queens 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 took place on 22 January 2021 and was unannounced.

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 admitting people safely to the service.
- 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's infection prevention and control policy was up to date.

We were somewhat assured the provider was using PPE effectively and safely and following nationally recognised guidance on staff deployment to prevent the risk of the virus spreading. We have signposted the provider to resources to develop their approach.