

Imperial Care Homes Limited

Scarborough House

Inspection report

Clubbs Lane
Wells-next-the-Sea
Norfolk
NR23 1DP

Tel: 01328710309

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24 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

Scarborough House provides accommodation and personal care for up to 17 people who require 24 hour support and care.

We found the following areas of good practice:

Staff worked hard to ensure that people at Scarborough House could maintain contact with family and friends during periods when COVID-19 restrictions did not allow indoor visits. An outdoor area had been devised where people could meet their visitors. Window visits were facilitated, alongside virtual chats on phones and tablets.

All staff undertook both PCR and lateral flow tests in order to protect the people they cared for. Where staff tested positive, they were supported to isolate at home and the appropriate authorities informed. Handovers and staff breaks had been modified to ensure that only small groups gathered at any one time. If staff did meet in one room, they remained socially distant and wore PPE.

The home had purchased adequate amounts of personal protective equipment (PPE) to ensure that staff could protect themselves and people living in the home. Staff had received training from both external and internal trainers with regard to donning and doffing PPE. Used PPE was disposed of as clinical waste.

Cleaning schedules were comprehensive and had been updated in light of COVID-19 risks and frequent cleaning of high touch areas was undertaken by all staff, both day and night. The home had a large stock of cleaning detergents which had been checked for their efficacy in preventing the spread of COVID-19.

The manager had undertaken an extensive infection control audit and actions had been implemented to improve prevention measures. No-one living at Scarborough House had tested positive for 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?

Findings are recorded below.

Inspected but not rated

Scarborough 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 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 24 February 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 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.