

Scorton Care Limited

Scorton Care Village

Inspection report

Scorton
Richmond
North Yorkshire
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Tel: 01748811971

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22 October 2020

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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

Scorton Care Village is a care home providing personal and nursing care for up to 114 people that may be living with dementia. We inspected one particular unit of this service.

We found the following examples of good practice.

- Staff supervised all essential visitors to ensure social distancing and infection control guidelines were followed. All visitors were asked a set of screening questions to ascertain any risks posed and for track and trace. People chose to use applications such as video calls to maintain contact with their families. The provider was working with the local authority to understand how safe visiting could occur in the future.
- The provider was fully aware of all current best practice guidance. This had been communicated to people, their families and staff as and when updates occurred. Personal Protective Equipment (PPE) was safely stored in designated stations throughout the service. This reduced staff time putting on and taking off PPE and reduced the risk of transmission. Some of these stations were portable to accommodate safety if an outbreak occurred.
- Cleaning schedules were thorough. The schedules through the day were continued at night to ensure all areas were regularly cleaned to reduce the risk of transmission.
- Staff had been trained to use a tool to recognise early signs that a person's health was deteriorating. Staff were able to seek quick healthcare support when people needed this.
- Where people living with dementia found the use of PPE strange, staff had worked to understand their needs and show them why it was essential at this time.
- An outbreak happened early in the pandemic and an exercise had been carried out to understand what lessons could be learnt to reduce the risk of a future outbreak.
- The provider and registered manager had recognised the challenges staff had overcome during the pandemic and had introduced specific support sessions staff could use to de-brief and offload their feelings. This supported staff resilience.

Further information is in the 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 was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Scorton Care Village

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 22 October 2020 and was announced. 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.

Is the service safe?

Our findings

- 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 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 to support staff to travel safely together during the pandemic.