

Mrs C Windebank and Mrs S Howard

# The Coombe House

## Inspection report

The Coombe  
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12 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

The Coombe House is a care home (without nursing) which is registered to provide a service for up to 24 people who require assistance with personal care. The service currently offers a service to 20 people whose needs are related to old age. The service offers 20 single occupancy rooms and two double bedrooms across the two-storey main house and the attached annexes.

We found the following examples of good practice.

People were well supported by staff to have telephone and internet contact with their family and friends. The service facilitated in person visits in a manner which minimised the risk of infection spread, including outside visits, and visits using patio doors in ground floor rooms. A visitor's room fitted with a floor to ceiling Perspex screen and intercom, enabled families and friends to visit people who lived in the home in person.

Plans were in place to isolate people with COVID-19 to minimise transmission. The service had good supplies of personal protective equipment that were readily available in stations throughout the service.

Visitors were asked screening questions and to wash their hands with soap and water at an external sink when they arrived.

Staff had received training on how to keep people safe during the COVID-19 pandemic and staff and residents were regularly tested for COVID-19. The building was clean and free from clutter.

Staff ensured people's welfare had been maintained and they had sufficient stimulation, such as themed crafts, quizzes and staff had brought some of their own pets in to visit.

## 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**

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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 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act.

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 12 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 personal protective equipment 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.