

The Court Retirement Residence

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Inspection report

Rockbeare
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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 Court Retirement Residence offers accommodation with care and support to up to 21 older people, (Nursing care is not provided by the service). At the time of this inspection there were 17 people living there.

We found the following examples of good practice:

Visitors were only permitted by prior appointment, managed by a Covid Lead staff member. A clear visiting policy was communicated with families to ensure safe and enjoyable visiting.

People and staff have been regularly tested to ensure they have not contracted Covid-19. Strict measures were in place to ensure people and staff would be isolated immediately if they had any symptoms of the virus, or if they had tested positive. Contingency and admission plans were clear. People and staff had received their first Coronavirus vaccination. The home celebrated with certificates and champagne for all.

People had coped well during the pandemic due to a positive staff group and a good range of activities to suit individual interests. Staff hours had been enhanced to enable additional support. For example, staff had been to the shops to buy new clothes and items for people if needed and were available to support visits using technology regularly. There had been many activities to keep people's spirits up and maintain wellbeing; monthly 'Round the World' meal experiences, garden and Halloween parties with themed face masks, pampering, VE Day and hatching their own chicks.

Safe procedures have been followed by staff to minimise the risk of transmitting Covid-19. They had good stocks of all personal protective equipment (PPE). There were supplies of PPE available around the home. Staff were seen using appropriate PPE. Staff had received training on donning and doffing and on the coronavirus pandemic from various sources including local health and social care professionals, e-learning and from in-house training sessions. Links with the wider social care community helped problem solving and sharing information.

The home was clean and hygienic. Detailed cleaning schedules were in place for all areas of the home. All touch points were cleaned frequently including high touch points. Deep cleaning of all areas was carried out regularly. The home was well-ventilated and new cleaning products had been sourced for effectiveness.

The registered manager and providers acknowledged the staff team had been through a very difficult time and supporting staff to have regular time off, support and access to counselling if needed. Staff felt valued and appreciated and had received special treats as a thank you for their hard work.

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

The Court Retirement Residence

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 11 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.