

Mr Deva Samat Keshwara

# The Minstrels Residential Home

## Inspection report

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16 December 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

The Minstrels Residential Home is a care home which provides accommodation and personal care for up to 32 older people. At the time of inspection there were 14 people living in the service.

We found the following examples of good practice.

- Effective systems were in place to ensure visitors to the service followed government guidelines for wearing Personal Protective Equipment (PPE). Screening questions and a temperature check were standard requirements for all visitors.
- Supplies of PPE including masks, gloves, aprons and hand sanitiser were readily available for staff.
- Staff were trained in current Infection Prevention and Control (IPC) guidance and in the use of PPE. There were designated areas for donning and doffing of PPE and handwashing facilities were available. We observed staff followed current guidance and practice throughout our visit.
- A regular programme of testing for COVID-19 was in place for staff and people who lived in the service. The service was about to begin a programme of rapid testing to enable safer visiting.
- Enhanced cleaning took place daily. The environment was clean and hygienic. A ground floor room had been converted to allow safe visiting for relatives and friends of people. The room was well ventilated and had a purpose-built screen to reduce the risk of spreading infection. Visitors could access this room without walking through the main building.
- Regular audits to make sure staff complied with current guidance and practice took place regularly.
- The service's IPC policy was up to date and in line with current guidance. The service had plans in place and knew how to respond to an outbreak of infection to ensure the safety of people and staff.
- People admitted to the service were supported following government guidance on managing new admissions during the COVID-19 pandemic.

Further information is in the detailed 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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# The Minstrels Residential Home

## **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 16 December 2020 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.