

# Tunbridge Wells Care Centre Limited

# Tunbridge Wells Care Centre

## Inspection report

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Date of inspection visit:  
16 March 2021

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13 April 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Tunbridge Wells Care Centre is a nursing home which is registered to provide a service for up to 70 people aged 65 and over who require personal and nursing care. At the time of the inspection 66 people were living at the home. People living at the home had a variety of care and support needs, such as dementia and physical disabilities. The service is provided from a purpose built residence across three floors, offering single occupancy en-suite rooms.

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 a screened area through a separate door on the ground floor.

Plans were in place to isolate people with COVID-19 to minimise transmission. The service had good supplies of personal protective equipment (PPE) that were readily available at stations throughout the service. PPE was ordered on a weekly basis and there was a central store managed by the provider that the registered manager could access.

Visitors were asked screening questions and to wash their hands with soap and water when they arrived. Lateral flow tests were carried out on arrival and visitors were allowed into the home once a negative test had been confirmed.

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. High touch areas were cleaned several times a day, including visitor areas that were cleaned between use.

Staff ensured people's welfare had been maintained and they had sufficient stimulation, such as staff supported activities. Daily activities were recorded on the electronic care system and could be viewed by relatives as a way of keeping them in touch with activities and care within the home.

## 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**

# Tunbridge Wells Care Centre

## **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. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

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 16 March 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 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 was meeting shielding and social distancing rules.
- We were assured that the provider's infection prevention and control policy was up to date.
- 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.