

Minton Care Hotels Ltd

# Carleton House Care Home

## Inspection report

Rectory Road  
East Carleton  
Norwich  
Norfolk  
NR14 8HT

Date of inspection visit:  
27 April 2021

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26 May 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

Carleton House Care Home is a residential care home providing personal and nursing care to 16 people aged 65 and over at the time of the inspection. The service can support up to 27 people.

We found the following examples of good practice.

The service was supporting people to stay in touch with relatives and friends. Current government guidance on visiting was being followed.

Regular COVID-19 testing of staff, visitors, and people using the service was taking place.

The environment was clean and hygienic. Cleaning schedules and products had been reviewed during the pandemic to help support this.

There was plenty of personal protective equipment (PPE) available. Staff were using this correctly to help prevent the spread of transmission.

## 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**

# Carleton House Care 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 the COVID-19 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 27 April 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 the provider was facilitating visits for people living in the home in accordance with the current guidance.
- Further work was required on the COVID-19 specific policies and risk assessments to help underpin and support staff practice. The provider and registered manager told us they would review these and take actions as required.

We have also signposted the provider to resources to develop their approach.