

# Abbey Healthcare (Westmoreland) Limited

# Kendal Care Home

## Inspection report

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18 January 2022

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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

Kendal Care Home is a care home providing accommodation and personal and nursing care to 103 people at the time of the inspection. The home accommodates up to 120 people in three units. One unit specialises in supporting people who are living with dementia. Accommodation is arranged over three floors and the home has passenger lifts to help people access the accommodation on the upper floors.

We found the following examples of good practice.

The home was in outbreak at the time of our inspection. The registered manager had followed government guidance around supporting people who had tested positive for COVID-19 to isolate in their rooms.

The registered manager ensured outbreak guidance about testing staff and people living in the home was followed.

The provider had very robust systems to prevent visitors from catching or spreading infection. Visitors to the service were required to have a negative Lateral Flow Device test for COVID-19. Staff assisted visitors to wear appropriate Personal Protective Equipment, (PPE), to reduce the risk of transmission of infection.

The provider had ensured appropriate PPE was available. They had taken and followed advice from the local authority Infection Prevention and Control team about the use of face visors to further reduce the risk of infection spreading.

The provider had systems to check everyone deployed to work in the home were fully vaccinated against COVID-19 or exempt.

The registered manager was following government guidance on supporting visiting. This included supporting essential care givers to continue visiting during the COVID-19 outbreak. Essential care givers were included in the home's regular COVID-19 testing and were supported to wear appropriate PPE.

The provider had ensured there were enough staff to care for people. They had employed agency staff to supplement the permanent staff employed in 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?**

**Inspected but not rated**

Further information is in the detailed findings below.

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# Kendal 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 18 January 2022 and was announced. We gave the service one day's notice of the inspection.

# Is the service safe?

## Our findings

Staffing.

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.