

Bondcare (Ambassador) Limited

# Elton Hall Care Home

## Inspection report

Elton Village  
Elton  
Stockton On Tees  
Cleveland  
TS21 1AG

Date of inspection visit:  
27 January 2022

Date of publication:  
07 February 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

Elton Hall was registered in 2013 to deliver the regulated activity of Accommodation for persons who require nursing or personal care for up to 70 older people and younger people with dementia or mental health needs.

We found the following examples of good practice.

- The staff team had worked together to cover increased staff sickness during an outbreak to minimise the use of agency staff and potential to increase transmission of infection.
- Staff were observed wearing personal protective equipment (PPE) appropriately. Staff were knowledgeable about when to change their PPE and disposed of it in clinical waste bins.
- The service had zoned a dedicated area to prevent the spread of infection in the event of an outbreak.

## 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**

# Elton Hall 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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 27 January 2022 and was announced. We gave the service 24 hours' 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. However, staff were unaware of and did not follow the national colour coding scheme for use of mops. Although mop heads were washed daily and separated into colours, staff could potentially use different coloured mop heads in various areas which could increase the risk of spreading infection. We fed this back to the manager who took immediate action to reduce this infection prevention and control risk.
- 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.

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

