

Care Worldwide (Southwell) Limited

Southwell Court Care Home

Inspection report

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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

Southwell Court Care Home is a residential care home providing personal care for up to 82 people. At the time of the inspection there were 62 people living at the home. People were cared for over three floors in one purpose-built building, some of whom were living with advanced dementia.

We found the following examples of good practice.

Visiting procedures were robust to reduce the risk of COVID-19. All visitors were required to show a negative COVID-19 test and their temperature was taken to ensure they showed no symptoms of COVID-19. Professional visitors were also required to show their COVID-19 vaccination passport.

The service welcomed visitors. We saw a number of visitors coming and going throughout our inspection. There were robust processes for ensuring visits were staggered to allow cleaning and disinfection of people's bedrooms before and after each visit.

The premises were clean. Staff completed enhanced cleaning of frequently touched surfaces to reduce the risk of the spread of infection.

A programme of regular COVID-19 testing for people in the service, staff, and visitors had been implemented.

The provider ensured there was enough PPE available for staff at all times. Staff were observed wearing, regularly changing and disposing of personal protective equipment (PPE) correctly to reduce the risk of infection.

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

Southwell Court 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 4 February 2022 and was unannounced.

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 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.
- The provider had protocols in place to ensure people could be visited by their family, friends and other people involved in their life. The protocols in place were in accordance with the government guidance at the time of our inspection.

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. We discussed with the deputy manager the process of admitting new people into the service to ensure people had appropriate risk assessment in place taking into account the latest government guideline. The deputy manager told us all necessary actions were taken to reduce the risk of infection spread, such as ensuring the person had received two doses of the vaccine and a negative test prior to admission. However, one person who was recently admitted into the service did not have a risk assessment and there was no recorded evidence of a COVID-19 test on the day of admission (day 0) in line with the government guidance.