

Knights Care Limited

Drovers Call

Inspection report

186 Lea Road
Gainsborough
Lincolnshire
DN21 1AN

Tel: 01427678300
Website: www.knightscare.co.uk

Date of inspection visit:
26 January 2022

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Drovers Call is a 'care home'. It provides accommodation for older people including people living with memory loss. The home can accommodate up to 60 people. At the time of our inspection there were 55 people living in the home. Accommodation is provided in five separate units across three floors.

We found the following examples of good practice:

Systems were in place to ensure all staff had COVID-19 vaccinations in line with national policy requirements.

Systems were in place to ensure people and staff were regularly tested for COVID-19.

People were supported to maintain contact with family members and friends.

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

Drovers Call

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 26 January 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 admitting people safely to the service.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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.

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 were somewhat assured that the provider was using PPE effectively and safely. Most staff followed national guidance regarding the use of personal protective equipment (PPE). However, we observed a staff member wearing rings and a wristwatch which may harbour bacteria. The registered manager took immediate action to address the issue.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The environment was clean and hygienic throughout. However, details of the cleaning carried out in one unit had not been consistently recorded in line with the provider's policy.
- The provider was facilitating visits for people living in the home in accordance with the current guidance. However, they acknowledged the need to further promote the role of essential care givers and had taken action to address this.