

Country Court Care Homes Limited

Neale Court

Inspection report

Neale Road
North Hykeham
Lincoln
Lincolnshire
LN6 9UA

Date of inspection visit:
31 January 2022

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Tel: 01522682201

Website: www.countrycourtcare.co

Ratings

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

Summary of findings

Overall summary

Neale Court is a residential care home providing nursing and personal care for up to 31 people. The service primarily supports older adults. There were 29 people using the service at the time of our inspection.

We found the following examples of good practice.

There was clear information and guidance on managing COVID-19 visible to staff, residents and any visitors coming into the service. Visitors were screened before entry, a screening questionnaire was completed along with regular testing, temperature checks and COVID-19 vaccination status were confirmed before people entered the service.

People using the service were supported to have regular visits from their family or friends. Visiting procedures were in place in line with government guidelines. Visitors were supported to wear appropriate Personal Protective Equipment (PPE).

There were adequate PPE supplies in place at various key areas in the service to ensure safe infection prevention and control practices were undertaken. There was a cleaning programme in place and the service was visibly clean and well maintained.

The provider had ensured staff were skilled in infection prevention and control (IPC) practices. This included up to date training on infection control and 'Donning and Doffing', (how to put on and remove) PPE. There was a testing programme in place for staff and people living in the service. This was to ensure any staff or people who had contracted COVID-19 and were asymptomatic, were identified in a timely way.

Clear systems were in place to shield and isolate people should outbreaks occur. People admitted to the service were supported in line with government guidance on managing new admissions during the COVID-19 pandemic

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Service inspected but not rated

Inspected but not rated

Neale Court

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 31 of 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 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.

Visiting in care homes

The provider was supporting visiting arrangements for people and their relatives. People told us the provider had further relaxed the visiting guidelines in line with the most up to date government guidance. The essential care giver role had been well utilised, and people told us this had a positive effect on their well-being.

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.

