

# Hallmark Care Homes (Tunbridge Wells) Limited Chamberlain Court

## Inspection report

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Date of inspection visit:  
24 February 2022

Date of publication:  
01 April 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Chamberlain Court is a large residential nursing home in Tunbridge Wells set away from the main road. It is registered to provide nursing and personal care to up to 74 people.

We found the following examples of good practice.

Staff and managers understood how to appropriate use and dispose of PPE. There was a rolling training programme to ensure that staff members had up to date training in infection prevention and control. Visitors who were clinically vulnerable could use a special segregated area of the home to visit, in order to reduce the risk of infection.

People and visitors we spoke with told us that the home was clean and tidy and a pleasant place to live. Where people did not have capacity to make decisions for themselves, or were unable to communicate, the provider involved people's families and other professionals to ensure decisions about visiting were made in people's best interest.

## 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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# Chamberlain 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 24 February 2021 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

People were able to have visitors to the home. We spoke with two people who told us they enjoyed having visitors and that there were special places here visitors could meet people. The provider had a separate enclosed visiting area for visitors that were clinically vulnerable so they could come and see their loved ones in the service. We spoke with a visitor who told us they were made to feel welcome and that the home was always clean.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.