

# Aegis Residential Care Homes Limited

# The Knights Care Home

## Inspection report

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28 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

The Knights Care Home is a care home providing personal care to 19 older people at the time of our inspection. The service can support up to 31 older adults who may be living with dementia. Bedrooms are of single occupancy with ensuite facilities, with various communal spaces for people's comfort.

We found the following examples of good practice.

People living at The Knights and staff were tested regularly for COVID-19, in line with government guidance. The service followed guidance for isolation when positive results were confirmed.

The service was clean and maintained. Domestic staff were employed to ensure levels of cleanliness and hygiene remained high. Staff followed written schedules for cleaning each area of the home. Completion of cleaning was monitored by senior staff.

Staff had received training around COVID-19 and how to work safely in a care home environment during the pandemic. We observed staff used personal protective equipment (PPE) appropriately. The service had ample stocks of PPE.

The provider's infection control policy and procedures helped to ensure the service adopted best practice which followed current guidance. The provider used audits to monitor compliance with their policies.

The service facilitated safe visiting in line with current guidance. The service also supported people to maintain contact with their loved ones via telephone and video calls. This helped to aid people's emotional and psychological wellbeing.

## 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**

# The Knights 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 28 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 promoting safety through the layout and hygiene practices of the premises.
- 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 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 facilitated safe visiting, following current guidance. This included visits in people's bedrooms and window visits. Whilst the home was in outbreak, visits were facilitated for people at the end of their lives and for essential care givers. Visitors were screened for any COVID-19 symptoms and testing was carried out before visits.