

Nethermoor House Limited

# Nethermoor House

## Inspection report

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27 January 2021

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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

Nethermoor House provides accommodation and personal care to a maximum of 19 older people. At the time of our visit 12 people lived at the home. Some of those people lived with dementia.

We found the following examples of good practice.

- On arrival at the home, visitors were screened for symptoms of Covid-19 to ensure their visit could take place safely and in line with current guidance.
- People had been supported to maintain links with other people in their community during the pandemic. For example, people had judged a Christmas card competition which had been entered by local school children.
- In response to people's feedback a visiting pod was being created. The pod was partitioned by a clear perspex screen and people could talk to each other whilst in the pod using telephones. This meant people and their visitors would be able to see and hear each other whilst socially distancing.
- The staff team had used creative ways to help people understand Covid-19 and why staff needed to wear masks. This had including giving people masks to feel and to try on.
- Cleaning schedules had been increased and the registered manager completed competency assessments of staff hand washing practices. This ensured staff washed their hands effectively and were working in-line with the provider's infection control policy.
- The nominated individual had sent gifts to staff to say thank you for their dedication and hard work. The registered manager had received a hamper and a 'manager's award' which had made them feel appreciated and valued. Staff rates of pay had also been increased.

## 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**

# Nethermoor House

## **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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 27 January 2021 and was announced.

## Is the service safe?

### Our findings

S5 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.