

Sovereign Care Limited

Ampersand

Inspection report

Parsonage Lane
Rochester
Kent
ME2 4HP

Tel: 01634724113

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13 August 2020

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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

Ampersand is a residential care home providing personal care to up to 43 older people and people living with dementia. At the time of the visit the service was supporting 39 people.

We found the following examples of good practice.

- There were robust procedures in place to support safe visiting. Signage was clear and there was personal protective equipment (PPE) and hand sanitiser for visitors with clear instructions. There was a booking system in place with one-hour time slots and numbers were restricted. Visits took place in the garden, except when people were at the end of their lives, when alternative arrangements were made. The local authority produced guidance for providers on safe visiting. Staff shared this guidance with relatives.
- There was an up to date admissions policy with procedures in place. This included processes such as the need for a negative test for COVID-19 before admission and a 14 day isolation period after admission. During the 14 days isolation people had their temperatures, pulse and oxygen saturation levels recorded daily. The manager told us how they had isolated and barrier nursed people who had been COVID-19 positive.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured that the service was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Ampersand

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 13 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

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.