

V & L Corporation Ltd

Scalford Court Care Home

Inspection report

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Date of inspection visit:
07 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

Scalford Court Care Home is a residential care home providing accommodation and personal care for up to 59 people. The service supports older people living with physical disabilities or dementia.

Accommodation is provided across two separate adapted units with vast external grounds. At the time of our inspection there were 51 people using the service.

We found the following examples of good practice.

During the COVID-19 outbreak, staff had supported people to maintain contact with friends and family via window visits, telephone calls and video calls. Visits in people's bedrooms were facilitated for essential caregivers and people at the end of their lives.

All visitors were required to show a negative Lateral Flow Device (LFD) test result before they entered the service. Signage was displayed upon entry to the service, detailing the requirement for visitors to wear personal protective equipment (PPE), such as face masks.

A handwash basin had been installed in the foyer of the service to enable visitors to wash their hands prior to entering and exiting the service.

The service utilised an electronic system to evidence they had checked the COVID-19 vaccination status of visiting professionals. This evidenced they did not permit professional visitors to enter the service unless they were fully vaccinated against COVID-19.

An isolation area had been designated for use by people that found it difficult to isolate in their bedrooms if they tested positive for COVID-19. This was staffed at all times. This meant people had prompt access to staff provide reassurance and assist them to isolate effectively

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

Scalford Court 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 07 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 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 preventing visitors from catching and spreading infections.
 - 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 was following government guidance for visiting care homes during the COVID-19 pandemic. During the COVID-19 outbreak visits to people's rooms were facilitated for essential caregivers and people at the end of their life. People were able to speak with friends and family during window visits and telephone and video calls. The registered manager confirmed, as soon as the outbreak was closed, visiting would recommence in line with government guidance.
- 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.
 - We have also signposted the provider to resources to develop their approach. We observed the bedroom door of a person isolating to be open. The registered manager promptly addressed this with staff and the door was observed to be shut later during the inspection. The premises were observed to be clean and staff provided assurance cleaning was undertaken in line with government guidance. However, records did not always evidence all required cleaning had been undertaken. The registered manager implemented new cleaning schedules during the inspection to address this.