

Kiwi House Care Home Limited

# Kiwi House

## Inspection report

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25 November 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

Kiwi House Care Home can accommodate up to 79 people. At the time of our inspection there were 73 people living at the service. The service offers personal care to older people and those living with dementia.

Each part of the service had a dining room and a lounge. The communal areas were clean and spacious and there was a hairdressing salon, cinema room and a bar.

We found the following examples of good practice.

- The provider had installed a visitors pod in the garden which meant that families could have a comfortable, relaxed visit without risk.
- Staff had received training in donning and doffing personal protective equipment (PPE), and we saw this was accessible throughout the home and staff used it in accordance with the most up to date guidance. Staff had received further training in Covid-19 and infection control.
- The service had six separate units which could be isolated from the rest of the service during an outbreak to ensure there was limited cross contamination.
- The infection control policy was up to date. We reviewed audits which reflected actions had been taken to maintain the standards within the home. There was a Coronavirus Policy and procedure and also national guidance which was kept updated.
- There were no visitors allowed in the home and they had found alternative ways for family members to keep in contact with those living at the service. Only essential medical professionals had entered the home during the outbreak.
- At the initial outbreak, 14 people tested - positive and were isolated on the middle floor of the three storey building. The floor has the cinema and bar which weren't being used during the outbreak, these served as areas for staff to don and doff PPE.
- The home was clean, and we saw staff carrying out a deep clean of a room of one person who had been infected and had completed their isolation period.

## 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 the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Kiwi 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 25 November 2020 and was unannounced.

# 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.