

Phoenix Care Centre Limited

Phoenix Care Centre

Inspection report

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07 December 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

Phoenix Care Centre is a residential care home providing personal care for up to 39 older people, some of whom may live with dementia. At the time of the inspection 31 people were living in the home.

We found the following examples of good practice.

- People who lived at Phoenix Care Centre, staff and visitors had access to information and guidance about the infection control measures in place at the home.
- Staff had received training about good practice for infection prevention and control, including how to don and doff personal protective equipment (PPE) safely.
- There were sufficient stocks of PPE in the home. Stocks included masks, gloves, aprons and visors. There were also sufficient stocks of hand sanitiser and cleaning materials.
- People and staff underwent regular COVID-19 testing in line with government guidance. This ensured anyone who had contracted COVID-19 could be identified in a timely way.
- A recent outbreak of COVID-19 was well managed and staff followed guidance in people's risk assessments and care plans to keep people safe. The provider had ensured people or staff who tested positive, or displayed COVID-19 symptoms, had isolated in line with government guidance.
- People were supported to keep in touch with their relatives and friends through telephone and video calls. The provider had also built a visiting pod with screening to minimise the risk of spreading infection and to enable people to continue to receive their visitors in a comfortable and safe way.
- Since the outbreak the provider had maintained a no visiting policy with an exception for people who were nearing the end of their life. The provider kept their visiting policy under review to ensure they supported people to keep safe.

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

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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 7 December 2020 and was announced on the day of the inspection.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were not assured the systems in place for maintenance and upkeep of the premises promoted good infection control and hygiene practices.
- 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 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.

We have signposted the provider to areas for improvement to develop their approach.