

# Care UK Community Partnerships Ltd

## Charlotte House

### Inspection report

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Date of inspection visit:  
21 January 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

Charlotte House is a care home with nursing for up to 60 older people. At the time of our inspection, 39 people were living at the service.

We found the following examples of good practice.

There were systems to help make sure visitors were prevented from catching and spreading infection. The provider facilitated as many visits as they could safely do, allowing people to celebrate special events and see loved ones when they needed to. There were no visiting restrictions for people who were being cared for at the end of their lives. Their visitor could stay in their room overnight with them if they wished. The doctor and healthcare professionals continued to visit and offer face to face consultations.

The registered manager stayed in contact with friends and families to make sure they knew about changes in government guidance and were well informed about their relative and the service in general. People were able to use electronic tablets for video or phone calls between visits.

The environment was clean, and people were supported to access this safely. Where possible social distancing was maintained. There were regular checks and audits by the management team on the cleanliness and safety of the environment. There was a schedule of daily and deep cleaning. Each person had their bedroom, including curtains and mattresses, deep cleaned at least once a month.

People living at the service, staff and visitors took regular COVID-19 tests. The provider took appropriate action following any positive test results.

There were procedures to help ensure people were safely admitted to the home. These included thorough assessments of their mental capacity for any restrictions imposed because of the COVID-19 pandemic.

The staff carried out risk assessments relating to COVID-19 for each person and there were plans to help meet their health and mental wellbeing needs.

There was enough personal protective equipment (PPE) and the staff received training, so they knew how to use and dispose of this correctly. The registered manager explained they had found different ways of supporting people who were anxious about staff wearing PPE or had hearing impairments. These included using electronic tablets and translation applications to support communication.

There were enough staff to meet people's needs and the provider had contingency plans to cover unexpected staff absences, such as those due to isolation because of COVID-19. The staff were well trained and informed about good practice.

There were suitable policies and procedures for infection prevention and control. These had been updated

and reflected government and best practice guidance in relation to the COVID-19 pandemic. The registered manager had assessed the individual risks for people using the service and staff relating to catching and recovering from COVID-19.

The registered manager and staff had developed a "COVID-19 journey" which was a reflective piece of work looking at what they had learnt, what had worked well, how they had overcome challenges and examples of good practice. The registered manager told us the staff had worked closely as a team supporting one another to keep people safe and make sure their needs were met. They had also developed new ways of working in response to the challenges they had faced.

## 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**

# Charlotte 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 21 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# 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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current 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.