

The Yews Residential Home

The Yews Residential Care Home

Inspection report

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21 January 2021

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

The Yews Residential Care Home is a residential care home providing personal care and accommodation to up to 40 older people, some of whom may be living with dementia. At the time of inspection there were 14 people living at the service and one person was in hospital. The service is over two floors and has communal spaces for dining and relaxation.

We found the following examples of good practice.

- The service had a COVID-19 outbreak at the time of the inspection and was therefore closed to non-essential visitors. Upon arrival essential visitors were required to complete a COVID-19 questionnaire, have their temperature checked, asked to sanitise their hands and wear personal protective equipment (PPE). COVID-19 related guidance was also available to visitors.
- During the COVID-19 pandemic people were supported to maintain contact with their friends and family by pre-planned visits. An outdoor pod had been created to safely facilitate contact or people saw their loved ones through the window.
- The registered manager had regular contact with people's relatives, friends and representatives to share information about people's health, care and welfare needs.
- The provider had ensured staff had an ongoing supply of PPE and we saw all staff wore PPE in accordance with COVID-19 best practice guidance.
- Staff had received training in the prevention and control of infections. The registered manager completed regular observations and checks to ensure staff remained compliant with infection control standards. An infection control audit and daily walk around by the registered manager were completed to continually review infection control practice.
- The provider had a COVID-19 and business continuity plan, and associated risk assessments to mitigate risks. Both staff and people who used the service received regular COVID-19 testing and plans were in place for all to receive the COVID-19 vaccination.
- The registered manager was supportive to the staff team ensuring staff received ongoing opportunities to discuss their role and raise any concerns. All updated COVID-19 related guidance was shared continually with staff.
- Changes to communication systems such the staff handover, staff meetings and when and how staff took their breaks had been planned to reduce the risk of infection transmission.
- Additional cleaning of frequent touch points such as door handles and hand rails were completed. At the time of the inspection a deep clean of bedrooms and communal areas had started.
- People were isolating in their bedrooms and outside each bedroom there was a supply of PPE and waste management followed best practice guidance.
- The registered manager spoke highly of the staff's professionalism, dedication and care during a very challenging and difficult time.

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

The Yews Residential 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.

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 21 January 2021 and was unannounced.

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.