

Queensgate Care Home

# Queensgate Care Home

## Inspection report

The Boulevard  
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Date of inspection visit:  
10 March 2021

Date of publication:  
23 March 2021

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Queensgate Care Home provides accommodation and personal care for up to 40 older people, some of whom were living with dementia. At the time of inspection the service supported 28 people, all of whom had single rooms. The accommodation is over two floors, with a passenger lift to provide access to and from the upper floor. There are communal and dining areas on the ground floor.

We found the following examples of good practice.

Throughout the pandemic the provider had worked to reduce the negative impacts of COVID-19 on residents. They had continued to deliver activities and events. Communication with families and friends had increased through the use of social media. For example, they shared videos and photographs of activities the resident has taken part in.

The service had increased their engagement with local community groups. For example, the home had received cards and pictures from a local school, and Christmas cards sent via a local supermarket.

The provider had recently developed an easy to read questionnaire for people living at the service to complete, to better understand their views and needs

Arrangements for visiting people were in place. These followed national guidance and minimised the risk of transmission of COVID-19 into the home.

## 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**

# Queensgate 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 10 March 2021 and was announced.

# 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.