

Althea Healthcare Properties Limited

Colne House

Inspection report

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Date of inspection visit:
26 January 2021

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15 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

Colne House is a care home providing personal care and accommodation for up to 38 older people, some of whom may have mental health needs and, or may be living with dementia. At the time of our inspection there were 25 people living in the service.

We found the following examples of good practice.

At the start of the outbreak, relatives told us the registered manager and a senior staff member moved into the service to provide management support and hands on care. They felt this showed a good commitment and provided them with reassurance.

National guidance was being followed to ensure staff and people living in the service were regularly tested for COVID-19. This included the quick tests, where results were known within 30 minutes and used for visiting relatives. Although the service was closed to family visitors at the time of the inspection, measures were in place to support visits to people receiving end of life care.

At the time of the inspection the service were not taking new admissions. However, once they started to, they confirmed they would be following the national admissions guidance including the 14-day 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?

Further information is in the detailed findings below.

Inspected but not rated

Colne 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 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 26 January 2021 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 admitting people safely to the service.
- We were assured that the provider was accessing testing for people using the service and staff.
- In some areas we were not assured. This included where staff were busy and not always able to support people living with dementia to social distance and not enter other people's bedrooms. We found improvements were needed to ensure staff felt confident and fully supported through good communication and training to provide safe care. This included the use of equipment to monitor oxygen levels to ensure staff knew when to seek medical advice.

There was no clear monitoring / guidance on the use of single use and reusable face visors. Where staff were wearing long sleeve tops, and /or jewellery on their wrist and hands, meant they could not follow good hand hygiene.

Improvements were needed in the guidance and staffing hours given to domestic staff to ensure good environmental hygiene and infection prevent control measures are maintained.

We have also signposted the provider to resources to develop their approach.