

Rockley Dene Homes Limited

Carlton Court Care Home

Inspection report

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Date of inspection visit:
17 December 2020

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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

Carlton Court Care Home is a residential and nursing care home and provides accommodation and personal care for up to 85 people, some of whom were living with dementia. At the time of this visit, 37 people were living at the home.

We found the following examples of good practice.

- Detailed guidance and information was available to all visitors prior to visitation to the home which specified the processes in place to facilitate safe visits. All visitors were screened for symptoms of COVID-19 and were provided with full Personal Protective Equipment (PPE). This enabled the service to protect people, staff and visitors.
- The service had an open garden area with separate access to allow safe visiting for families. This also included a weather proof covered area which allowed visits to continue during bad weather conditions. However, at the time of the inspection, non-essential visiting to the home was restricted due to potential cases of infection recently reported within the home.
- At the time of this inspection the service was in the process of creating a specially adapted visiting room with a full screen partition and intercom facility to further enable safe visiting.
- The service focused on ensuring all staff received appropriate training, support and guidance throughout the pandemic period. Observation and reflective practices were used as tools to assess staff competency and enhance their learning and development.
- Staff were observed to be wearing full PPE in line with government guidance and the providers policy. Staff had received regular in-house training and updates on COVID-19, Infection Control and the use of PPE.
- Robust cleaning processes in place followed the providers Infection Prevention and Control policy and procedures. Whilst overall cleaning responsibilities were allocated to housekeeping staff, the entire staff team took responsibility to 'clean as they go' and placed significant emphasis on teamwork during this time.
- All staff worked proactively together to continuously monitor and check people for any signs or symptoms for possible infection, so that immediate actions and steps could be taken towards containing the infection and preventing and minimising the risk of transmission around the home.
- People and staff had access to regular COVID-19 testing as per government and Public Health England guidance.
- The provider worked pro-actively to ensure that worked in line with the most current government,

Department of Health, CQC and Local Authority guidance to enable them to continue keeping people safe and free from infection. The provider's policy and procedures informed and directed care delivery and staff support. Each staff member had access to the providers policy for reference. These were reviewed and updated as required.

- The provider placed significant importance on staff mental health and wellbeing throughout the pandemic and especially during the recent outbreak. Staff contributions and dedication had been recognised and celebrated through various events including a staff well-being day and staff recognition awards.

Further information is in the detailed findings below.

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

Carlton Court 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 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 17 December 2020 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.