

Douglas Court Care Home Limited

Douglas Court

Inspection report

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16 February 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

Douglas Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. Douglas Court can accommodate up to 43 people. At the time of our inspection there were 36 people living at the service. The home is a two-story building with lounges, dining rooms and a conservatory situated on the ground floor.

We found the following examples of good practice.

The provider assessed all visitors for symptoms of acute respiratory infection before being allowed to enter the home. For example, all staff and the visitors had their temperature checked automatically upon entering the building by using Hikvision's Temperature Screening Thermographic Cameras. People who use the service had their temperatures checked and recorded twice a day.

The provider had installed PPE stations in the reception and all around the building, including an automatic hand sanitising station. The staff worn correct PPE in accordance with the government's guidance.

All visitors were required to take a Lateral Flow Test (LFT) and worn full personal protective equipment (PPE), including a mask, an apron and gloves in order to reduce the risk of catching and spreading infections.

During the active outbreak of COVID-19, the provider put measures in place to reduce the spread of the infection. For example, isolation and cohorting of staff.

The home looked cleaned and hygienic and there were enhanced cleaning scheduled in place.

The provider had installed a visitor's pod in the garden which meant that families could have a comfortable, relaxed visit without risk. They had also made provision in the conservatory for visitors to have a safe space to visit.

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

Douglas Court

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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 16 February 2022 and was unannounced.

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.

Visiting in care homes

The provider followed the current government's guidance to facilitate visits safely. The provider also had a visiting 'pod' facility where relatives and friends could visit people in a safe way.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.