

Castle Mead Court Care Centre Limited

Castlemead Court Care Home

Inspection report

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21 October 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

Castlemead Court Care Home is a residential care home providing personal and nursing care to people in a purpose-built building. The service can accommodate up to 79 people on three floors. Each floor caters for people who have differing primary needs, for example, nursing care, residential care or people living with dementia.

We found the following examples of good practice.

- The service had developed a dedicated unit of en-suite rooms to care safely for people who were admitted to the service with Covid-19. The area had its own access lift and was separated from the rest of the floor by a fire door and screen. Measures were in place to keep people safe and well cared for, and to reduce the risk of infection spread to other areas. For example, staff only worked in this unit and did not access other areas of the service. All equipment was kept separate. Each room had its own television and access to music and the radio via voice activated technology. This reduced the risk of isolation for people while they remained on the unit.
- Indoor visits had recently started to take place. These were accompanied by robust arrangements to ensure the safety of people and visitors. This included a booking system, risk questionnaire, visitor agreement, temperature check and the use of appropriate personal protective equipment (PPE).
- Enhanced cleaning schedules including regular cleaning of touch areas such as handrails and door handles were in place. This reduced the risk of cross infection.
- The service had well developed plans in place to use social bubbles and separate zones in the event of an outbreak of infection. This meant people who found it difficult to isolate in their rooms, perhaps due to being mobile and living with dementia, could be supported as safely as possible.
- Creative ideas were encouraged to support people remain safe and active. For example, activity trolleys had been introduced on each floor to support people when they needed to isolate in their rooms. Activities such as bathing dolls in warm soapy water supported some people living with dementia to wash their hands more frequently.
- Changes to staff practice throughout the pandemic period included staff not working across different floors and having access to different exit and entry routes. This reduced the risk of infection spread. Staff had received additional training in infection prevent and control and the use of PPE.
- Staff employed by the service did not work in any other care setting. This meant the risk of cross infection was reduced. A team of bank staff were used to cover vacant shifts as far as possible.

- Staff and people living in the service accessed regular testing for Covid-19. This meant action could be taken swiftly in the event anyone developed symptoms of the virus or had a positive test result.
- The infection prevention and control policy was up to date. People and staff had risk assessments in place to identify their individual risks associated with Covid-19. This meant protective measures could be put in place to keep people and staff safe.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Castlemead 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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures. This inspection took place on 21 October 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.