

Care for your life - St Clare's Limited

# St Clare's Care Home

## Inspection report

Birchwood Avenue  
Doddington Park  
Lincoln  
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Date of inspection visit:  
03 December 2020

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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

St Clare's Care Home is a residential care home providing personal care to 21 people at the time of the inspection. The service can support up to 40 people.

We found the following examples of good practice.

- Staff were provided with the appropriate personal protective equipment [PPE]. Staff were knowledgeable on when to change PPE and there were a number of changing stations around the home.
- The registered manager had registered for 'whole home testing' for staff and residents.
- The provider was very supportive of the registered manager and the well-being of the staff team, ensuring they were supported throughout the pandemic.
- Cleaning schedules were in place and appropriate decontamination processes were also in place. This included deep cleans of bedrooms, communal areas and touch points such as light switches and hand rails.
- The provider undertook contingency planning in case there were further outbreaks of COVID-19.
- The registered manager had an admission process in place which minimised the risk of potential transmission of infection to people living at the home. For example, all people were isolated for 14 days following admission to the home or when discharged from hospital.
- The service had supported people to keep in contact with loved ones including video calls and window visits. The provider had also invested in screening equipment and identified an area for relatives to visit when safe to do so.
- The service had implemented zoning and designated staffing teams, this meant people who had tested positive were cared for in isolated areas in a safe manner by the same team of staff.
- The registered manager monitored all people daily for symptoms of COVID-19 this included daily temperature checks.
- The registered manager worked well with visiting healthcare professionals and requested all visitors wore PPE prior to entering the home.
- The provider had implemented new policies and processes to reflect the impact of COVID-19.

## 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**

# St Clare's 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 03 December 2020 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 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.