

The Cote Charity

Katherine House Rest Home

Inspection report

Cote House Lane
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14 October 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

Katherine House is a care home that provides accommodation with personal care, over two floors, for up to 41 people. At the time of this targeted inspection 33 people were living in the home.

We found the following examples of good practice.

- Clear external signage directed people to the reception area. Staff greeted visitors at the entrance to the home. Visitors were asked to read and sign a health declaration and have their temperature checked, using the wall mounted digital thermometer on arrival. This meant people could independently check their temperature, eliminating the need for staff to use equipment to undertake this procedure. Handwashing facilities and a hand dryer had been installed in the reception area. Personal protective equipment (PPE) was provided and staff were available to show visitors how to use it.
- Structured and planned internal and garden visits were facilitated. Most internal visits took place in the library that had direct access onto an external decked area. A table had been fitted with a dividing perspex screen. Visits were limited to 30 minutes, with 15 minute breaks between visits, to enable cleaning to take place. Visits to people in bedrooms took place for end of life visiting only.
- The well-being of people using the service and staff, was fully considered. The registered manager is a mental health first aider, and we were given examples of how staff had been supported through personal difficulties. A well-being coordinator and designated well-being staff provided support and activity for people. They ensured people were helped to communicate with their loved ones, in ways that were meaningful for them. For example, for one person, receiving end of life care, a sign language translator was used to help communication with their relative.
- Since the onset of the pandemic, there had been no confirmed or suspected cases of people using the service having contracted COVID-19, at the time of this review. Staff were being tested weekly, and people using the service were being tested monthly for COVID-19.
- Katherine House had clear policies, procedures and contingency plans in place. It was clear from audits undertaken, that actions were taken to ensure continuous improvements were made.
- There was regular communication from the treasurer and the registered manager, to staff and to relatives. The deputy manager told us how well the staff team had been managing during the pandemic and spoke positively of the support they received from the committee of The Cote Charity.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Inspected but not rated

Katherine House Rest 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 14 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.