

Hertfordshire County Council

# Nevetts Residential Care Home

## Inspection report

Bowling Green Lane  
Buntingford  
Hertfordshire  
SG9 9DF

Tel: 01992555555

Date of inspection visit:  
20 October 2020

Date of publication:  
12 November 2020

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

We found the following examples of good practice.

- The service was clean and hygienic. Robust cleaning regimes were in place, which were methodically completed throughout the day. Isolation, cohorting and zoning had been successfully implemented across the service.
- Staff were provided with a designated preparation area on arrival to and departure from the service. Personal protective equipment (PPE) donning and doffing stations were available within each zone of the service with guidance and signs displayed throughout the building. Staff were seen to be practicing good hand and respiratory hygiene, maintaining social distance and adhering to the PPE guidance and protective measures in place.
- The service was receiving professional visitors to the service with robust infection control procedures in place. Visitors were received into the reception area on arrival where they were provided with guidance, PPE and health screening was completed. Each visitor also had their temperature checked by staff on arrival.
- Risks to people and staff in relation to their health, safety and wellbeing had been thoroughly assessed. There was a comprehensive support package for staff in place which included provision of training, uniform and laundry service, regular support and supervision sessions, access to a wellbeing service and financial assistance should they become unwell.
- The provider had developed a robust package of policies, procedures and guidance for the location which the registered manager and manager had successfully implemented at the location.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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**

# Nevetts Residential 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.

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 review of infection control and prevention measures in care homes.

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 20 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.