

T.L. Care Limited

# Queens Meadow Care Home

## Inspection report

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26 August 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

Queens Meadow Care Home is a care home providing personal care and accommodation for up to 59 adults, some of who are living with a dementia type illness. At the time of this review 58 people were living at the service.

Queens Meadow Care Home is a detached building set out over two floors. Each floor has their own adapted facilities. There is also a large, secure outdoor area.

We found the following examples of good practice.

- Systems were in place to prevent people, staff and visitors from spreading infections. The home proudly spoke of how there had been no known cases of Covid-19. The home had made adaptations to support social distancing. Increased cleaning was being carried out.
- Staff had undertaken training in putting on and taking off PPE, hand hygiene and other Covid-19 related training. Infection control lead staff were in place who monitored staff practices and provided training to ensure the national guidance was being followed. The provider continuously shared important information about Covid-19 to staff.
- Staff supported people's emotional and social wellbeing. People were supported to keep in contact with friends and relatives through telephone calls, social media and outdoor visits by an appointment system. National guidance was being followed to ensure visits took place at a safe social distance.
- The home was following national guidance for people moving into the home. Staff worked with people and their relatives to ensure they were aware of isolation procedures. People were supported by a dedicated staff team who ensured any feelings of isolation and loneliness was reduced. A range of individual social activities, reminiscence sessions, pamper sessions and contact with friends and family were provided.
- The home undertook a range of infection control audits and checks. The registered manager spoke positively about the hard work and dedication which staff had shown, which had helped to minimise the impact of the pandemic on people's health and wellbeing.

## 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**

# Queens Meadow 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 Care Quality Commission's (CQC) 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 26 August 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

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.