

Potensial Limited

Kensington Hall

Inspection report

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17 November 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

Kensington Hall is a care home registered to provide personal care and accommodation for up to 13 older people living with a learning disability and/or autistic spectrum disorder. At the time of inspection, 13 people were living at the service.

We found the following examples of good practice.

- Systems were in place to prevent people, staff and visitors from catching and spreading infections. The home was proud to have had no known cases of Covid-19. The home supported people and staff as far as possible with social distancing. The home had a cleaning schedule in place and had implemented additional cleaning of frequently touched areas.
- Staff had undertaken training in infection prevention and control (IPC), personal protective equipment (PPE), hand hygiene and other Covid-19 related training. Staff were seen wearing appropriate PPE. The home had sufficient supplies of PPE including a PPE station in each person's room.
- Staff supported people's social and emotional wellbeing. Activities such as themed nights, Halloween and birthday celebrations were taking place to engage people. People took part in person-centred individual activities such as sewing and cross stitch.
- People had Covid-19 specific risk assessments and individual care plans were updated. People were supported to have telephone contact with friends and relatives. Relatives were kept up to date with weekly telephone calls, letters and cards.
- Only essential health and compliance visits could take place at the time of the inspection. Visitors were screened for Covid-19. When visits were allowed, in line with the easing of local lockdown restrictions, these were managed safely in accordance with national guidance. Visits took place outside and were by appointment only. Infection prevention and control measures were in place to avoid potential transmission with others.
- The home had robust IPC policies and risk assessments in place. Infection control audits and checks were carried out. The registered manager had regular meetings with the provider and passed on important information about Covid-19 to staff.
- The home reported it had a good relationship with the GP. The home accessed support regularly and whenever needed to help keep people 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 that the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Kensington Hall

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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

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.

This inspection took place on 17 November 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.