Care Quality Commission

Trust Care Ltd

The Laurels Care Home

Inspection report

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South Yorkshire
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Date of inspection visit:
16 February 2021

Date of publication:
26 February 2021

Ratings

Overall rating for this service	Inspected but not rated

Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

The Laurels is registered to accommodate up to 51 older people, and people with physical disabilities. The home is arranged in two separate units and provides both nursing and personal care. It is located in Norton, a village north of Doncaster. At the time of our inspection there were 32 people using the service.

We found the following examples of good practice.

The home looked and smelled clean, and was well ventilated and uncluttered, while still maintaining a homely feel. Staff were seen to be wearing personal protective equipment (PPE) appropriately and being careful to maintain social distance, where possible. This helped to minimise the risk of infection. There was PPE and hand sanitising facilities at strategic points throughout the home and we saw staff sanitised their hands frequently.

There was an activities coordinator who helped to help minimise the effects of social isolation by organising activities as well as providing one to one support to people in their rooms. The activities coordinator also helped people to stay in touch with their family and friends by phone and on-line face to face chats. There were areas of the home which were designated to meet the needs of people who would not benefit from isolating in their rooms for long periods.

The registered manager and their team had good knowledge of current guidance. They ensured dissemination of information to staff, liaised with relevant agencies, and maintained good communication with people and their families. The service learned lessons and responded positively to address shortfalls and improve the service. Best practice feedback had recently been provided by a visiting infection control nurse and, as a result, changes had been implemented quickly and effectively.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?	**Inspected but not rated**
Further information is in the detailed findings below.	

The Laurels 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 16 February 2021 and was announced.

Is the service safe?

Our findings

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.