

M. J. M. (Furnishings) Limited

Kexborough House

Inspection report

113 Churchfield Lane
Darton
Barnsley
South Yorkshire
S75 5DN

Tel: 01226385046

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11 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

We found the following examples of good practice.

The provider had made changes to the service to prevent visitors from catching and spreading infection. At the time of our visit access to the home was restricted to non-essential visitors. Garden visits were being facilitated through an appointment system, which enabled the home to manage the flow of visitors and allowed sufficient time for staff to disinfect areas before and after each visit. For people who were approaching the end stages of their lives, family were able to safely enter one section of the home through a side door and personal protective equipment (PPE) and hand sanitizer was provided.

As part of the provider's pandemic response they had risk assessed issues which may impact on people and staff's healthy and safety at the home. Where risks were identified, procedures were implemented to embed current practice guidance as well as reduce or control such risks. Risk assessments and procedures were reviewed regularly in line with changing national guidance or advice. Cleaning schedules had expanded and improved to address more at-risk areas of the building.

The service had very good engagement practices with people who lived at the home and family. They kept everyone up to date with guidance nationally as well as involving them in changes happening at the home. The service had begun utilising technology to encourage people to stay in contact with family and friends.

Staff were trained on how to keep people safe from the risk of infection and use PPE correctly. Through observation and discussions with staff, it was clear training was well embedded. Staff demonstrated a strong sense of personal responsibility to follow national guidance and monitor their own health, so they were careful not to bring the COVID-19 virus into the home.

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?

No ratings were awarded following this inspection. This was a thematic review seeking to identify examples of good practice in infection prevention and control.

Inspected but not rated

Kexborough House

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 12 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

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.