

HC-One Beamish Limited

Fleming Court

Inspection report

Burdon Terrace
Newcastle Upon Tyne
Tyne And Wear
NE2 3AE

Website: www.hc-one.co.uk

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21 August 2020

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22 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Fleming Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. Fleming Court accommodates a maximum of 69 older people, including people who live with dementia or a dementia related condition, in one purpose-built building.

We found the following examples of good practice:

- The provider and registered manager had plans in place for staff to follow a range of scenarios related to the pandemic, to keep people, staff and visitors safe. For example, the service could be divided into designated zones to help control any infection and people could be isolated in their own bedrooms or co-horted into areas.
- There was clear guidance for visitors to the service to follow to help reduce the risk of infection. Visitors were required to have their temperature taken, complete a COVID-19 assessment form, wear PPE and use designated hand washing areas. The registered manager provided relatives with information regarding what to expect during visits, PPE and national guidance.
- Staff were wearing PPE appropriately and there were PPE stations located throughout the service. Staff were able to change in designated areas into their uniforms and were provided with washbags for clothing to reduce the risk of infection.
- People were encouraged to stay in contact with relatives and friends via the telephone, video calls and visits through windows or in the garden area.
- The home environment was very clean and there were cleaning schedules that had been reviewed regularly in line with infection control principles.
- Risk assessments were in place for people, staff and visitors to help reduce identified risks related to the pandemic. These were regularly reviewed, and steps were taken to help keep everyone safe.

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

Fleming Court

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 21 August 2020 and was announced. The service was invited 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 staff were using PPE effectively and safely. Risk assessments were in place for staff and people to help keep them safe.
- We were assured that the provider was meeting social distancing, isolation and shielding rules. The registered manager was regularly reviewing all national guidance and sharing this with staff, people and relatives. Staff had information and updates on a designated infection control information board so they could easily see PPE information and social distancing guidance. Information was in the form of easy to read posters so that information was clear and could be followed easily.
- We were assured that the premises were regularly cleaned and following infection prevention and control principles to keep people safe.
- We were assured that the provider was keeping people, visitors and staff safe from catching and spreading infections through their processes and audits in place.