

Altruistic Care Limited

Plane Tree Court

Inspection report

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12 January 2022

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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

Plane Tree Court is a nursing home providing accommodation for people who require nursing or personal care. The service can support up to 66 people. There were 53 people living at the home at the time of the inspection.

We found the following examples of good practice.

The home appeared clean and uncluttered, rooms were being regularly cleaned and an increased cleaning schedule was in place for high touch areas, this was to minimise the chance of cross infection.

The home was allowing visitors in line with guidance. All visitors' temperatures were taken to help screen people for COVID-19. Appropriate personal protective equipment (PPE) was being used, and staff, residents and visitors also took part in routine COVID-19 testing. People were also supported to maintain regular contact with loved ones through video calls and telephone calls.

Staff spoke positively about the service and management and had no concerns. One staff member told us, "If I had concerns I wouldn't continue to work here, I feel safe working here, I only work here, it's the only place I work."

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below.

Inspected but not rated

Plane Tree 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.

As part of CQC's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. We received information of concern about infection prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 12 January 2022 and was announced. We gave the service three days notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.