

Dudley Court Care Limited

# Dudley Court Care Limited

## Inspection report

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30 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

Dudley Court Care Limited is a residential care home which can provide personal and nursing care for up to 22 people aged 65 and over. At the time of the inspection 19 people were receiving support.

We found the following examples of good practice.

Due to an outbreak of COVID-19 in the home they were not accepting visitors at this time. Prior to the outbreak pre-booked window visits with family promoted people's wellbeing.

Social distancing was promoted throughout the home and limitations were placed on the number of people allowed in communal areas at the same time. When social distancing could not be maintained staff used additional Personal Protective Equipment to reduce the risk of infection.

Admissions procedures were followed to ensure people were admitted to the service safely.

A communal area with windows was used to ensure staff could monitor a person who was at risk of falls during their isolation. This allowed the person to be safely monitored during the day as this was not possible if they were isolating in their bedroom.

Staff ensured people had everything they needed while isolating to make them as comfortable as possible. This included phone calls with family, photos of family, listening to the radio and watching their favourite television programmes.

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 the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

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## **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 30 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