

Gemini Care Limited

Winchley Home

Inspection report

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Kings Lynn
Norfolk
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14 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

Winchley Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. Winchley Home provides personal care for up to 36 people. At the time of our inspection, there were 29 people living there.

We found the following examples of good practice.

The provider ensured current government guidelines in relation to visiting were followed. This included comprehensive checks for visitors on arrival. Posters relating to good practices for COVID-19 were appropriately displayed at the entrance and throughout the home offering good information to people, staff and visitors.

The service maintained good levels of personal protective equipment (PPE) and appropriate cleaning materials. Daily cleaning including regular touchpoint areas were completed and documented.

The registered manager had systems in place to ensure regular testing for people, staff and visitors. People and staff had received their vaccinations in line with government guidance.

Daily monitoring and temperature checks for people were completed to ensure they remained 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?

Inspected but not rated

Inspected but not rated

Winchley 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 14 January 2022 and was announced. We gave the service 24 hours' 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'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.

The provider had not ensured a comprehensive contingency plan in the event of an outbreak. The registered manager has since made updates to the contingency plan. The provider had not ensured individual risk assessments relating to COVID-19 were in place for people living at Winchley Home. The registered manager has assured us the risk assessments would be put in place.

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.

We have also signposted the provider to resources to develop their approach.