

MMCG (2) Limited

# Deepdene Care Centre

## Inspection report

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07 April 2021

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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

Deepdene Care Centre is a care home. The service provides accommodation, nursing and personal care for up to 66 older people, some who may also be living with dementia. On the day of our inspection 57 people were living at the service.

We found the following examples of good practice.

The registered manager had introduced rigorous processes for visitors to follow to help ensure they did not put people at risk of catching COVID-19. This included lateral flow testing and wearing personal protective equipment (PPE). A separate entrance was designated so visitors could avoid having to walk through the building during their visit.

Staff empathised with relatives whose family members were at the end of their life and additional ideas had been implemented. This included video facilities being set up which allowed relatives to see their family member when staff detected they were close to death. Relative's had found this very comforting.

Risk assessments were completed for people being admitted from hospital or who had developed signs of COVID-19. National guidance was followed when people had to isolate. An additional activities co-ordinator had been recruited to help keep people socially engaged and feel less isolated. One person told us staff were, "Very good" and had been working hard throughout the pandemic.

The service was clean, and we observed housekeeping staff carrying out cleaning tasks. Staff told us they changed their mask and gloves between rooms. We observed staff wearing PPE and we were told by the registered manager that a heat sensor camera had been installed which alerted them if staff arrived on shift not wearing a mask.

Staff had access to enough PPE, testing facilities and information and training around infection control. One person said staff always wore their masks and gloves. Separate staff break and toilet facilities had been set up to reduce staff movement around the service.

Staff said they felt supported by their team members and the registered manager. In turn, the registered manager said they had received an enormous amount of support from the provider.

Further information is in the 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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Deepdene Care Centre

## **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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 7 April 2021 and was announced.

# 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.