

Quantum Care Limited

Jubilee Court

Inspection report

Hayward Close
Lonsdale Road
Stevenage
Hertfordshire
SG1 5BS

Tel: 01438730000

Date of inspection visit:
04 November 2020

Date of publication:
17 November 2020

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	--------------------------------

Summary of findings

Overall summary

Jubilee Court is a 'care home' providing accommodation, nursing and personal care. It is registered to provide a service for up to 91 people. The service was supporting 74 people at the time of the visit.

We found the following examples of good practice.

- The service used video calls for people to keep in touch with their families and friends. Visits had been going ahead with robust control measures in place, however these were due to cease the following day due to the national lockdown.
- The individual units were being managed as social bubbles so people living on those units could spend time, join in with activities and eat together. Staff generally worked on the same units to reduce the risk of cross infection and no agency staff were used.
- The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID 19. There were PPE checks on staff and this was recorded.
- When people moved into the home or returned from hospital, they were required to isolate in their rooms when possible, for a set period of time, even if they had a negative test. Staff were clear on what it meant to isolate and what symptoms of COVID 19 to look out for.
- Staff received training on donning and doffing PPE, infection control and COVID 19. They told us they felt supported and had the right knowledge for their roles.
- A person who usually sells poppies each year to raise money was unable to sit outside or communal areas this year. The home set the person up a just giving page for his fundraising and this lifted their spirits while reducing risk to them.

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

Jubilee 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 4 November 2020 and was announced five minutes before entering the home. The service was selected to take part in this thematic review in part due to information we had received about infection control practice at the home. The thematic review is seeking to identify examples of good practice in infection prevention and control.

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.