

Kettlewell House and Operations Limited

Kettlewell House Nursing Home

Inspection report

Kettlewell Hill
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Woking
Surrey
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Date of inspection visit:
24 March 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

Kettlewell House is a care home. The service provides accommodation and personal care for up to 29 older people, some who may also be living with dementia. On the day of our inspection 28 people were living at the service.

We were assured that this service met good infection prevention and control guidelines.

The service had robust policies and processes in place for visitors to the service and people moving in. These helped protect everyone living at Kettlewell House.

Where people had tested positive for COVID-19 they spent an isolation period in their room and were cared for by a dedicated cohort of staff.

People told us staff always wore their masks and wore gloves when carrying out personal care. We observed staff wearing their Personal Protective Equipment (PPE) appropriately throughout our visit and we heard how there had been no shortage of PPE both for care and housekeeping staff.

The service appeared clean and hygienic and people said staff were, "Always cleaning." High touch points, such as keypads, medicine trolleys and computer keyboards had sanitising gel stations or wipes nearby for staff to wipe equipment down between use. Staff were able to describe what was expected of them when removing their PPE and how often they should wash their hands or sanitise. All of this helped reduce the spread of infection.

Social distancing had been considered within the internal and external layout of the service. Chairs in communal areas were spaced apart and the garden and staff room were set out to ensure people and staff were following national guidance in relation to numbers of people gathering together.

The registered manager had supported people and staff throughout the pandemic. They ensured people's spirits were lifted through activities and contact with family members and raised staff morale through words and actions. Staff told us they could not have been better supported.

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

Kettlewell House Nursing 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 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 24 March 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.