

Raj & Knoll Limited

Ami Court

Inspection report

198 Dover Road
Deal
Kent
CT14 7NB

Tel: 01304371126

Date of inspection visit:
29 January 2021

Date of publication:
05 March 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Ami Court is a residential care home providing personal and nursing care for up to 38 older people, some who were living with dementia at the time of the inspection there were 28 people living at the service.

We found the registered manager had not always worked in line with national guidance. You can see information about this in the detailed findings. We have signposted the registered manager to current guidance and are assured they will work in line with it moving forward.

We found the following examples of good practice.

People were reminded about the importance of social distancing. People were isolating in their rooms when necessary, in separate areas on the floors.

Changes had been made to the service as a direct result of the pandemic. Staff wore personal protective equipment (PPE), such as masks, aprons and gloves. There were PPE 'stations' around the service to help ensure PPE was available to staff when needed.

The registered manager kept relatives up to date with people's well-being by phone and e-mails, including video calling systems.

The provider was engaged in the national testing programme for staff and people who lived at the service.

The registered manager had sought advice and guidance from other agencies about infection control and prevention and had updated staff practice accordingly.

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

Ami 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 29 January 2021 and was unannounced.

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 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 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.
- We were somewhat assured that the provider was meeting shielding and social distancing rules. One member of staff who had tested positive for COVID-19 moved into the service to support three people who were also COVID positive in a isolated area. We made the registered manager aware of this and they assured us they would not use COVID positive staff in the service again, in line with the latest guidance.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The service was sharing domestic staff between their other services. The provider took immediate action following our inspection to allocate separate domestic staff to each service.

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