

# Carebase (Claremont) Limited

# Claremont Court

## Inspection report

Harts Gardens  
Guildford  
Surrey  
GU2 9QA

Tel: 01483456501

Date of inspection visit:  
03 February 2022

Date of publication:  
16 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Claremont Court is a nursing home providing accommodation, nursing and personal care to up to 57 people living with dementia and physical support needs. At the time of our inspection 50 people lived and received care in the home.

We found the following examples of good practice.

People were supported to maintain contact with their loved ones, to have visitors and to go out in a safe way. Staff supported people's families to be up to date with the current COVID-19 national guidance and informed them when any specific changes were required in line with the local health protection agency guidance. The registered manager ensured people's individual needs, including their mental health and wellbeing, were discussed, included and considered when assessing individual and home-wide COVID-19 risks.

Staff knew how to correctly use personal protective equipment, how to manage any outbreaks of infections to prevent its spread, and how to effectively use the national testing programme to support good infection prevention and control. Staff told us they felt supported by the management throughout the pandemic.

The home environment was clean and hygienic. Staff were aware of good housekeeping principles in COVID-19 and there were clear plans in place for cleaning, disinfection and decontamination, as well as for safe laundry service provision.

## 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**

# Claremont 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.

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 3 February 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 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.
- Staff supported people to host visitors and to go out safely. People's needs around having visitors, including in specific circumstances such as during an infection outbreak in the home or when receiving end of life care were individually risk assessed and supported in line with the national guidance.

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.