

N. Notaro Homes Limited

# Immacolata House

## Inspection report

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Date of inspection visit:  
17 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

Immacolata House provides accommodation for up to 49 people who require nursing and personal care. The home provides most of its care to people living with dementia. At the time of the inspection there were 48 people living in the home.

We found the following examples of good practice.

Staff were committed to keeping people safe. They had undertaken additional training and understood the importance of wearing appropriate PPE. There were sufficient stocks available including masks, gloves, aprons and hand sanitiser. Sanitisation and PPE stations were placed around the service.

The service had appointed a dedicated lead in regards infection control, they supported staff to understand the importance of wearing PPE correctly. Staff were following good infection prevention and control practices which helped to minimise risks to people. The service demonstrated a good understanding of when and how to access local IPC resources (for example local health protection team or infection control leads) when they need advice and support.

Infection prevention and control audits took place and action plans were developed to follow up on any required actions. This ensured the registered manager had effective oversight of infection control measures.

Staff supported people and their relatives to understand the isolation processes and how the service could help to alleviate them feeling lonely, such as video calls with friends and loved ones. A booking system was in place to support visitors at a time that suited people and was spaced out to avoid potential infection transmission with other visitors. Visitors were being given access to gloves, masks, aprons and alcohol gel on arrival. Remote consultations were also considered by other visitors such as professionals and clinical consultations.

Regular COVID testing was carried out at the service for both staff and people living there, and contingency plans in were in place in the event of any outbreak of Covid-19 or other emergency.

We have also signposted the provider to resources to develop their approach, in regards staff disposing of their PPE on entering the service.

## 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**

# Immacolata House

## **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 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 17 March 2021 and was announced.

# 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.