

Pathfinders-Care (Ollerton) Limited

Pathfinders Neurological Care Centre

Inspection report

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Date of inspection visit:
05 November 2020

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23 November 2020

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

About the service

Pathfinders is a care home providing personal and nursing care. The service specialises in supporting people with complex health and social care needs. The service can support up to 78 people. At the time of the inspection, 64 people were using the service and living across six different units.

We found the following examples of good practice.

- Regular newsletter bulletins were sent to relatives and family members to keep them up to date and informed about any changes to the service.
 - At the time of the inspection the home was following the current government guidance in relation to infection prevention and control. There were no relatives visiting people at the home. The provider ensured that people using the service could maintain links with family members and friends. They were able to communicate with their relatives using video calls and telephone calls. People who were at the end of their lives could still have relatives visit them
 - The service had reviewed their Personal Protective Equipment (PPE) policy and implemented enhanced PPE measures to reduce the risk of infection spread. Staff had received appropriate training and updates about COVID-19. Staff were trained on to safely put on and take off their PPE and were observed wearing appropriate PPE.
 - The service used a range of observation tools to ensure people's health was maintained. Where concerns were noticed, the provider liaised with GP to ensure appropriate treatment and medicines were prescribed.
 - Systems for cleaning communal areas and people's bedrooms were effective. The service looked clean throughout. The provider introduced enhanced cleaning and decontaminations methods. The service was using outside company to professionally launder linen and towels.
- 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

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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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 05 November 2020 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.