

Colville Care Limited

Kite Hill Care Home

Inspection report

Kite Hill
Wootton Bridge
Ryde
Isle of Wight
PO33 4LE

Date of inspection visit:
07 August 2020

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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

Kite Hill Care Home is a care home providing accommodation and personal care to older people. The service can support up to 30 people. Kite Hill Care Home is a large building that has been adapted to suit the needs of people living there. It has a large communal lounge and dining room, a quiet lounge and an accessible garden with two levels. Accommodation is based over three floors and there is a passenger lift in between floors for people with mobility needs.

We found the following examples of good practice.

- There were very clear infection control processes in place for staff and essential visitors to the premises. The service had ensured there were prominent signs to explain the personal protective equipment (PPE) process required. There was a designated area for putting on and taking off PPE, which was provided to ensure the correct standards of PPE were worn, following government guidelines.
- People were supported to understand what Covid 19 was and why the current changes to their care and support were needed. Where people were identified as being at a higher risk of infection or needed to self-isolate for a 14-day period, staff supported them in creative ways, which included regular checks and individual activities in their rooms, to ensure the impact of social isolation was minimised.
- There were safe visiting arrangements for people and their relatives, which utilised the outside space at the service. Visits were spaced out, so that social distancing rules could be observed. All visitors were given clear information, which meant they understood how to maintain people's safety whilst visiting. Staff supported people to understand the processes around visits to reduce risks.
- Changes to the environment had been considered and acted upon in order to comply with social distancing as much as possible. For example, the seating in the lounge had been spaced out so that people could be sat apart. In addition, there was a process in place to reduce the amount of people in the communal areas at any one time. The registered manager told us, people had been placed into two groups, so the first group accessed the lounge on one day then the second group the next day. This reduced the amount of people that were mixing together and meant, if they had an outbreak of Covid 19 in one group, it would lessen the risk to the other group. People had been supported to understand the reasons for this and were given additional support in their rooms on the days they did not use the lounge areas.
- The service was very clean and there were PPE stations throughout the communal areas, in every bathroom and in each person's bedroom. There was clear signage, reminding people to wash their hands and wear PPE.

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?

The service was safe.

Details are in our safe findings below.

Inspected but not rated

Kite Hill Care 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 07 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.