

Crabwall Claremont Limited

Claremont Parkway

Inspection report

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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

Claremont Parkway is a residential care home providing personal care to up to 66 older people and people with dementia. At the time of our inspection there were 37 people using the service.

People's experience of using this service and what we found

- Overall the environment was good, however, a detailed upgrade to the home is planned to begin mid January 2022, where there are planned replacements for bedroom furniture, beds and easy chairs. There will be an extensive redecoration programme which will ensure all areas can be cleaned and disinfected effectively.

The provider refurbishment will only need to be put hold if there is another outbreak of COVID-19 in the home.

- Safe arrangements were in place for visitors and professionals to the service. This included a confirmed negative lateral flow test, vaccination against COVID-19, COVID passport, hand sanitisation and wearing a mask. There was a personal protective equipment (PPE) station by the main entrance that also offered gloves, masks and aprons for people if required.
- Staff had a separate entrance to use that meant they did not have to pass through the main areas of the service and went straight to an area where they were able to change their clothes before starting their shift.
- Isolation, cohorting and zoning was used to manage the spread of infection. This meant people self-isolated in their bedroom's rooms where necessary.
- There was plenty of PPE including masks, gloves, aprons and hand sanitiser available. PPE stations were located around the service and outside people's rooms where they were isolating.
- A regular programme of testing for COVID-19 was in place for staff and people who lived in the service. This meant swift action could be taken if anyone received a positive test result.
- We saw cleaning schedules and four hourly high touch point cleaning during the day and twice at night to ensure the service was kept clean and hygienic.
- Policies, procedures and risk assessments related to COVID-19 were up to date which supported staff to keep people safe. All staff had completed training in relation to infection control, and recently received training about the correct use of PPE including donning and doffing. There are further training refreshers planned for early January 2022 to ensure staff knowledge is kept up to date.

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

Claremont Parkway

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 21 December 2021 and was announced.

Is the service safe?

Our findings

- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.