

Croftwood Care UK Limited

# Turnpike Court Residential Care Home

## Inspection report

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14 January 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

Turnpike Court accommodates up to 53 people across two separate units, each of which have separate adapted facilities. It provides accommodation for older persons who require personal care and people living with a dementia. At the time of the inspection there were 41 people receiving a service.

We found the following examples of good practice.

- Relatives spoke positively about the home including communication during the pandemic. Comments included; "We get regular telephone calls from staff with updates about [Name]" and "The health and safety at the home is absolutely spot on".
- Relatives told us they had previously participated in garden visits and inside visits with screens in place. They said these were pre booked and well managed.
- All visitors were asked to complete a health screening form, have their temperature checked and were provided with face masks to wear throughout their visit. Full personal protective equipment (PPE) was available for all visitors along with access to handwashing facilities and hand sanitiser.
- The service had received lots of compliments during the pandemic including; "Thanks to all the staff for all you are doing in these difficult times, and for looking after [Name]" and "The care, selflessness and love you give our relative reminds us all about what is important in these challenging times."
- The service had increased the cleaning schedules and routines to reduce the risks of cross infection. The environment was very clean and hygienic.
- We observed staff to be wearing the correct personal protective equipment (PPE) throughout the inspection.
- People and staff were taking part in regular COVID19 testing.
- People had individual risk assessments in place that reflected their specific needs in relation to COVID19.
- Staff had all received training to meet the requirements of their role and for the management of COVID19.

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?

### Inspected but not rated

Inspected but not rated.

# Turnpike Court Residential 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.

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 14 January 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 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.