

Akari Care Limited

Charlton Court

Inspection report

Bristol Drive
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Wallsend
Tyne and Wear
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Tel: 01912627503

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03 February 2021

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19 February 2021

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

Charlton Court is a service providing accommodation with nursing and personal care to up to 55 older people, including people who may live with dementia in one purpose-built building. At the time of inspection 45 people were using the service.

We found the following examples of good practice:

- All visitors had to undergo a temperature check and answer a range of relevant questions before entry. There were ample stocks of personal protective equipment (PPE) and handwashing facilities available.
- The service had facilitated video calls and visits in line with national guidance. They had used protective screens imaginatively, for instance to enable families to have Christmas photos taken with their relatives.
- Lateral Flow Test devices were used to ensure visitors and contractors returned a negative test before accessing the service.
- Movement of staff and people between floors was minimised to reduce the risk of spreading infection; staff had worked flexibly to ensure people's needs could be met, despite the increased pressures brought about by the outbreak.

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

Charlton Court

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act.

As part of CQC's response to care homes with outbreaks of COVID-19, 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 3 February 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.