

The Royal British Legion

# Dunkirk Memorial House

## Inspection report

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09 March 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

Dunkirk Memorial House is a care home. The home is registered to provide accommodation and nursing care to up to 90 people. The home provides care to ex-service people and their dependents. The home specialises in the care of older people, including people living with dementia, but is also able to support younger people.

The main house is divided into two main areas. One area provides care to people who require nursing care and the other provides care to people who need support with personal care. A separate 30 bedded unit called The Mews, provides care to people who are living with dementia.

At the time of the inspection there were 75 people living at the home.

We found the following examples of good practice.

Staff were following good infection prevention and control practices which helped to minimise risks to people. The home was taking part in an extensive testing programme which included rapid on site and home testing, and lab tests.

People were being supported to safely keep in touch with friends and family in accordance with their needs and wishes. This included phone calls, video calls, letter writing, pod visits and face to face meetings.

People continued to receive social stimulation within safe boundaries. Adjustments had been made to enable people to socialise and take part in activities. This had included rearranging seating in the dining rooms to enable people to eat together.

Staff felt well supported by the management in the home and the provider. They told us they were being kept up to date with guidance, had opportunities to discuss any concerns and felt safe in their work.

Staff worked as a team and all said morale was good. This helped to create a positive atmosphere for people to live in.

## 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**

# Dunkirk Memorial House

## **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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 9 March 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.