

Vivo Care Choices Limited

Curzon House

Inspection report

Curzon Street
Saltney
Chester
Cheshire
CH4 8BP

Tel: 01244977925

Date of inspection visit:
16 February 2021

Date of publication:
26 February 2021

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	--------------------------------

Summary of findings

Overall summary

Curzon House is a purpose-built facility registered to provide accommodation and personal care for up to 12 people. At the time of this inspection there were eight people living at the home. Some of the rooms had been adapted for use particularly in the COVID-19 pandemic.

We found the following examples of good practice.

- ☐ The service had procedures and protocols in place which ensured people were admitted into the service, and people could visit the service, safely in accordance with national guidance.
- ☐ People and their relatives were supported to understand the isolation processes and restrictive practices. The service helped to alleviate them feeling lonely by providing access to supervised visiting and video calls with friends and loved ones. There was dedicated support time from their assigned staff member.
- ☐ Staff were supported in isolation/sickness absence by the provider. Staff support and wellbeing was considered and enhanced during the pandemic. ☐
- ☐ Personal protective equipment (PPE) was widely available and used correctly and there was an extensive testing program in place for staff, residents and relatives.
- ☐ The home was clean and hygienic throughout. Areas in the home had been redesigned to enable good social distancing.
- ☐ Staff were trained in infection prevention and control (IPC) and had frequent refresher training and guidance in COVID-19 guidelines. They had links with the local community trust IPC team for guidance and support.
- ☐ There was an IPC policy and procedures in place, supported by local and national guidance specific to the pandemic
- ☐ Staff were responsible, and were cautious of their behaviours inside and outside of work, in order to minimise risks to colleagues and people living in the home.

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

Curzon 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 16 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.