

Care Worldwide (Southwell) Limited

# Southwell Court Care Home

## Inspection report

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17 February 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

Southwell Court Care Home is a residential care home providing personal care for up to 82 people. At the time of the inspection there were 68 people living at the home. People were cared for over three floors in one purpose-built building, some of whom were living with advanced dementia.

We found the following examples of good practice.

The service had managed an outbreak of COVID-19 well. People who tested positive for COVID-19 were requested to self-isolate. Some people were unable to self-isolate, these people were closely monitored by staff to ensure they were not coming into close contact with others.

Regular testing for COVID-19 was in place. The registered manager had supported both staff and people living at the home in the roll out of the COVID-19 vaccination programme.

The home was very clean and housekeeping staff kept records to demonstrate the high level of cleaning throughout the home. The home implemented deep cleaning of areas where people who had previously tested positive for COVID-19, had been cared for. The service had invested in equipment to strengthen cleaning processes to minimise the risk of possible transmission of COVID-19.

People were encouraged to maintain communication with their loved ones through the use of technology. The service had created a safe visiting space for when visits were deemed to be safe. Robust measures were in place to keep people safe during visits.

## 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**

# Southwell Court 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 17 February 2021 and was unannounced.

# 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 admitting people safely to the service.
- 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 somewhat assured that the provider was using PPE effectively and safely. We found that not all staff were supplied with and were wearing the correct face masks as per government guidance.
- We were somewhat assured that the provider was meeting shielding and social distancing rules. We found one incident where a staff member did not shield immediately in line with current guidance, the service has enhanced their systems to prevent reoccurrence.

We have also signposted the provider to resources to develop their approach.