

# Indigo Care Services Limited

# Archers Park

## Inspection report

Archer Road  
Sunderland  
Tyne And Wear  
SR3 3DJ

Tel: 01915225977

Date of inspection visit:  
16 October 2020

Date of publication:  
27 October 2020

## 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

Archers Park is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. Archers Park provides accommodation for up to 40 people who require support with personal care, some of whom are living with dementia. 40 people were using the service at the time of the inspection.

We found the following examples of good practice:

- Systems were in place to prevent people, staff and visitors from catching and spreading infections. All visitors had to wear appropriate personal protective equipment (PPE), complete a health declaration form and had their temperature checked prior to entering the home. Additional cleaning of all areas and frequent touch surfaces was being carried out.
- The provider was following national guidance for anyone moving into the home. Staff worked closely with healthcare professionals to ensure appropriate and safe admissions procedures were being followed.
- Staff supported people's social and emotional wellbeing. Family members had been able to visit their relatives, observing social distancing principles. People were supported to keep in touch with their family members via video or telephone calls. The provider and staff kept family members up to date about the latest guidance and their relative's health via regular telephone calls, letters and social media.
- Staff wellbeing was a priority and the provider and registered manager ensured staff received appropriate guidance and support. Staff had undertaken additional training in infection prevention and control. This included putting on and taking off PPE, hand hygiene and other Covid-19 related training.
- Infection control audits were regularly carried out. The registered manager spoke positively about the hard work and dedication staff had shown, which had helped to minimise the impact of the pandemic on people's health and wellbeing.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

# Archers Park

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 16 October 2020 and was announced. The service was invited to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# 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.