

Derby City Council

Arboretum House

Inspection report

Morleston Street
Derby
Derbyshire
DE23 8FL

Tel: 01332717649

Date of inspection visit:
02 December 2020

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21 December 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

Arboretum House is a 'care home' registered for 12 people and provides both long term care and short term care for people who have recently been discharged from hospital, but require further assessment before returning home to live. At the time of our inspection there were eight people using the service.

We found the following examples of good practice.

National COVID-19 government guidance was overall observed. Where we found shortfalls in expected standards the registered manager took immediate action.

At the time of the inspection, significant refurbishment work had commenced to make improvements to the environment, including the risks associated with infection prevention and control. This included new flooring, decoration and furnishings.

Staff had sufficient access to personal protective equipment (PPE) and hand sanitiser was available throughout the service. PPE was disposed of following best practice guidance.

Competency assessments and observations of staff practice was regularly completed in hand washing and the use of PPE.

Action had been taken to upskill staff's awareness and compliance in COVID-19 national guidance. Staff demonstrated an awareness of their role and responsibilities in following infection prevention and control measures. Staff had access to ongoing best practice guidance and information.

Both staff and people who used the service, were supported to participate in regular COVID-19 testing. Immediate action was taken should people or staff, received a positive test or showed signs of infection to reduce the risk of transmission.

People were supported to maintain contact with their family and friends by telephone and the registered manager had been successful, in seeking funding for people to have access to a computer as an additional method to keep in contact with others. Staff supported people with their welfare by providing information and reassurance.

Prior to people transferring to the service their COVID-19 status was checked. On admission, people received a COVID-19 test and were required to self-isolate for a period of 14 days to reduce the risk of transmission.

COVID-19 signage was displayed throughout the service. The provider had a COVID-19 and business contingency plan that provided staff with guidance of how to manage the service should an outbreak occur.

We observed staff interacting with people, social distancing of people and staff were respected and staff wore PPE. A person told us they were happy with the care and support provided, that staff were attentive

and responsive and wore PPE to keep them safe.

Consideration had been given to how staff entered the building, when and how they had their breaks and how staff meetings and the exchange of information was managed. At the time of this inspection agency staff were not being used.

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

Arboretum 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.

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.

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

This inspection took place on 2 December 2020 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 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.
- We have also signposted the provider to resources to develop their approach.