

Doveleigh Care Limited

Dove Court Care Home

Inspection report

Seaton Down Hill
Seaton
Devon
EX12 2JD

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04 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

Dove Court Care Home is a residential care home that provides accommodation with personal care for up to 32 older people. 28 people lived there when we visited. The home provides accommodation over three floors and has a large conservatory overlooking the garden with sea views.

We found the following examples of good practice.

Staff had received infection control training and followed up to date infection prevention and control guidance to help people stay safe. Staff used personal protective equipment (PPE) correctly and in accordance with current guidance to minimise cross infection risks to people.

Staff and people were regularly tested in line with the government's current testing programme. They supported people with social distancing and frequent handwashing to protect against Covid 19.

Staff used pocket sized symbol/cue cards to aid communication with people who were hard of hearing or struggled because of the use of face masks. During lockdown, staff assisted people to keep in touch with family and friends through telephone and video calls. To help people communicate with family members wearing face masks, staff taught people to learn sign language to say, 'I love you.' Plans were in place to support families to resume visits in a safe way from 8 March 2021.

People's physical and mental wellbeing was supported through exercise classes, games, quizzes and pamper sessions as well as live musical entertainment via video link. People who remained in their room had one to one support and social stimulation from key workers and an activity coordinator.

Staff worked well as a team and felt supported and valued. The provider and registered manager arranged thoughtful gifts such as hand cream, snacks and a personalised 'lockdown hero' medal to recognise their ongoing efforts to keep people safe during the Covid 19 pandemic.

The home was clean and well maintained. Cleaning records showed increased cleaning of frequent touch points such as door handles and light switches.

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?

Further information is in the detailed findings below.

Inspected but not rated

Dove 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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 4 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.