

# Kendal Homes Limited

# Kendal House

## Inspection report

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## Ratings

Overall rating for this service	Good ●
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

Kendal House is a residential care home that provides accommodation and personal care for up to 22 people, some of whom may be living with dementia.

We found the following examples of good practice.

- The provider had good practices to prevent the spread of infection by visitors. The home had its own NHS barcode for track and trace at the entrance. People were prompted to consider if they were symptomatic before entering the home.
- The provider made sure staff had enough personal protective equipment (PPE) such as gloves, aprons and masks. Staff knew when to wear these to keep people safe. There were PPE stations and posters around the home reminding staff how to use PPE in the right order.
- The home benefited from a small, static staff team and people were familiar with the staff and providers. People who lived at the home had become used to staff wearing masks at all times.
- Staff had training in infection prevention and control and in Covid-19. Due to the age and layout of the building, people were not always able to achieve two metres social distance so staff assisted them with good hygiene practices. When new people came to live at the home they were supported to stay in their room for a safe period.
- The home looked very clean and housekeeping staff confirmed they had plentiful supplies of appropriate cleaning products. They made sure they frequently cleaned touch points, such as handrails and door handles.
- Staff and residents had regular testing for Covid-19. Staff said the provider and registered manager were also very supportive of the emotional well-being of people and staff.

Further information is in the 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**

# Kendal 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 conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 3 November 2020 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 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.