

Conifers Care Ltd

Conifers Nursing Home

Inspection report

The Conifers
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27 November 2020

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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

Conifers Nursing Home is a 'care home' providing personal and nursing care for up to 55 people with different health and care needs, including those living dementia. The service is a purpose-built, two-storey building situated within a residential neighbourhood. At the time of our inspection, 47 people were living at the home.

We found the following examples of good practice.

- The provider had implemented an appropriate policy around visitors during the pandemic. Visits were restricted and management risk assessed each visit. Staff checked all visitors for any signs or symptoms of infection before they were allowed into the home. Visitors were required to follow best practice guidance and wear appropriate personal protective equipment (PPE). The need to restrict visits to the home had been discussed with people and their relatives.
- The home had a 'visiting pod', which we saw people using during our inspection. This provided a way for people to receive visitors without them entering the home, which reduced the risk of transmission of COVID-19, whilst enabling people to have face-to-face visits with those important to them.
- Staff supported people to maintain their relationships with their families and friends. People connected with families and friends through social media, video calls and over the telephone.
- The provider had implemented measures to reduce the risks when people returned from hospital. This included people having to isolate in their bedrooms and followed national guidance.
- People who lived at the home and staff were supported with regular testing for COVID-19. The provider had plans around cohorting and zoning the premises, which helped to reduce the risk when a positive result was received.
- Staff were provided with training around COVID-19 and the correct use of PPE. We observed staff wore PPE appropriately during our inspection.
- We observed the home looked clean and hygienic. Staff told us high touch areas such as handles, and switches received additional cleaning several times each day.
- The provider had assessed risks related to infection control, COVID-19 and the general environment, in order to reduce the level of risk and keep people safe.

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

Conifers Nursing 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 27 November 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.