

# Barchester Healthcare Homes Limited

## Chester Court

### Inspection report

Choppington Road  
Bedlington  
Northumberland  
NE22 6LA

Tel: 01670820111  
Website: [www.barchester.com](http://www.barchester.com)

Date of inspection visit:  
29 December 2020

Date of publication:  
29 January 2021

### Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

### About the service

Chester Court is a residential nursing home providing personal and nursing care to 41 people. At the time of the inspection there were 31 people living at the home.

Chester Court is a purpose-built nursing home providing accommodation over two floors. All rooms have en-suite facilities. There are a number of communal dining areas and lounge facilities.

### People's experience of using this service and what we found

We were assured by the infection prevention and control [IPC] measures introduced since we last visited. The provider had taken action to ensure staff were trained and followed safe and effective IPC practices in line with government guidance.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Rating at last inspection

The last rating for this service was requires improvement (published 10 December 2020).

### Why we inspected

This inspection was carried out to follow up on action we told the provider to take at the last inspection.

We undertook this targeted inspection to check the provider had acted following our inspection on 16 and 23 November 2020 to make the agreed improvements to people's safety and welfare. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

CQC have introduced targeted inspections to follow up on specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

### Inspected but not rated

# Chester Court

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

This was a targeted inspection to check the provider had acted following our last inspection to make the agreed improvements to people's safety and welfare.

#### Inspection team

One inspector carried out this inspection.

#### Service and service type

Chester Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. In addition, we reviewed information the provider sent us following the last inspection of the location. We also sought feedback from the local authority. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We spoke with two people who used the service and five staff including the registered manager. We reviewed a range of records to enable us to check on the provider's progress with completing the action plan developed following the last inspection.

#### After the inspection

We reviewed the information from the inspection to validate the evidence found.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check if the provider had made the expected progress with the action plan implemented following our last inspection. We will assess all of the key questions at the next comprehensive inspection of the service.

### Preventing and controlling infection

- Systems had been implemented by the provider to ensure staff were following government guidance in relation to safe infection prevention & control [IPC] procedures.
- Personal protective equipment [PPE] was available throughout the environment. Staff were observed to use this appropriately. For example, staff used PPE such as gloves, aprons and face masks when providing direct support to people. PPE was changed in line with government guidance for each individual task.
- The provider had taken steps to check the knowledge of staff in relation to IPC procedures. This included an IPC quiz which had been completed by staff. Additional support and training would be provided for any member of staff where there were gaps in their knowledge.
- People were supported to follow social distancing guidance. Environmental changes had been made to support this.
- The environment was clean and tidy and there were no malodours. Additional cleaning was completed throughout the day of surfaces which were regularly touched to reduce the risk of infections spreading. Records were kept to evidence the cleaning which had been undertaken.