

Barchester Healthcare Homes Limited

Dovedale Court

Inspection report

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08 February 2022

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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

About the service

Dovedale Court is a nursing and residential care home, providing accommodation for adults who may be living with a dementia, and/or a physical disability. The home provides accommodation for up to 32 adults requiring help with personal and nursing care. The home is divided into two units. There were 31 people living at the home at the time of our inspection.

We found the following examples of good practice.

The home facilitated face to face visits, in line with government guidance. The manager told us this was essential to help support people's psychological and emotional well-being. Alternatives to in-person visitation, such as virtual visits, were also supported.

A 'booking in' procedure was in place for all types of visitors to the home including, a health questionnaire and evidence of a negative lateral flow test. This helped prevent visitors spreading infection on entering the premises.

People and staff were tested regularly for COVID-19. Staff employed at the home had been vaccinated, to help keep people safe from the risk of infection.

Infection control policies and audits were in place to ensure the home reflected best practice and current guidance.

Cleaning schedules and audits were in place to help maintain cleanliness and minimise the spread of infection.

Staff were trained and competent in infection prevention and control best practices and how to put on and take off PPE. However, during the visit we observed staff were not consistently following the correct use of PPE such as face masks. This included not wearing masks when supporting people or pulling them down. We signposted the service to the local Infection Prevention and Control at the local authority for additional support and guidance and asked the management to take immediate action to provide the staff with refresher IPC training. They took immediate action
The home had adequate supplies of appropriate PPE.

The manager maintained links with external health professionals to enable people to receive the care and intervention they needed. Virtual consultations took place as and when necessary.

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

Dovedale Court

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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 08 February 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

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 not assured that the provider was using PPE effectively and safely. This was because we observed three staff were not wearing face masks while supporting people. We could not be assured PPE guidance was always followed to protect people. We signposted the service to the local Infection Prevention and Control at the local authority for additional support and guidance.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. We found areas where service users had tested positive of COVID-19 were not well ventilated and some window handles were broken and could not be operated. We have also signposted the provider to resources to develop their approach
- 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.

Visiting in care homes

The home facilitated visits which aligned with the most recent government guidance. Visits from friends and family were actively encouraged to help maintain important relationships and aid people's emotional well-being.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

