

Sonnet Care Homes (Essex) Limited

# St Mary's Court

## Inspection report

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21 January 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

St Mary's Court is a residential care home providing personal and nursing care for up to 90 people. At the time of our inspection 50 people were living at St Mary's Court.

We found the following examples of good practice.

The provider was transparent when sharing information with people and their relatives about how the home is managing the pandemic. At the time of the inspection there was a decision made to restrict visits. People had access to other means to communicate with their family. For example, video calls.

People and staff's wellbeing was a priority for the provider. The provider had increased the resources for the activity team in the home. People had dedicated one to one time. For example, we observed people being involved in aromatherapy massage. Staff had access to an independent support phone number if they felt they needed to talk to someone.

An area of the home had been turned into a dedicated unit for people who may be admitted into the home and were unable to isolate in their rooms. In addition, the home had dedicated an area if people living in the home had a positive result and were able to move into that part of the home for the isolation period.

The provider ensured that there was always management present in the home which gave a sense of support for all staff. The service had a dedicated Infection Prevention and Control (IPC) lead so if staff needed any advice or support they were able to assist.

The service was clean and hygienic. Additional cleaning tasks and schedules had been implemented by housekeeping staff. Systems were put in place to ensure that areas where people had tested positive, the provider had ensured deep cleans were completed.

The provider had developed policies, procedures and guidance for the service which had been implemented. Quality assurance audits were being completed during the pandemic to reflect best practice, and staff knew how to immediately instigate full infection control measures to care for a person with symptoms to avoid the virus spreading to other people and staff members

## 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**

# St Mary's 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 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 21 January 2021 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.