

Century Healthcare Limited

Mariners Court Care Home

Inspection report

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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

We found the following examples of good practice.

The provider had implemented comprehensive processes to minimise the risk to people, staff and visitors from catching and spreading infection. This included regular checks of people who lived at the home and staff for any signs or symptoms of COVID-19. Personal protective equipment (PPE), hand sanitiser and hand washing facilities were available around the home. The provider had purchased equipment to aid in educating staff on the importance of hand hygiene and how germs can spread. The provider had invested in specialist cleaning products including the use of an ozone generating machine, as well as increased cleaning around the home, to help reduce the risk of infection spreading.

The home had signed up to a 'whole home' approach to testing for COVID-19. This meant all people and staff were screened on a regular basis for COVID-19, so timely action could be taken to minimise the spread of infection. People being admitted into the home were required to have a COVID-19 test before moving into the home and were subject to a period of isolation, in line with guidance. Where people were isolating, staff members were always available to them to support their wellbeing.

There was a focus on maintaining people's wellbeing and relationships between people and those important to them. The provider had set up a marquee in the back garden to facilitate safe visits. Those visiting people who lived at the home were sent information before their planned visit, which detailed the measures the provider had put in place and expectations of them during the visit. Visitors were screened before they could enter the marquee, to ensure they were fit and well and not displaying any signs of COVID-19. Additional restrictions applied where visitors lived in an area subject to local lockdown measures. Appointments for visits were time limited and restricted. The service provided alternative arrangements for people to keep in touch with those important to them. This included telephone calls, video calling, use of social media and visits where people could see their loved ones through a window at the home, in addition to regular newsletters and updates to relatives. Staff had been providing increased activities within the home to help maintain people's wellbeing.

The provider ensured social distancing and shielding guidelines were complied with as far as possible. No one was shielding at the time of our inspection. The registered manager was fully aware of guidelines and told us they would support people to shield as appropriate. People who lived at the home were all living with dementia. This meant sometimes people's capacity to understand social distancing guidance could be limited. The registered manager had reviewed the layout of the home to make sure it facilitated social distancing and staff supported people to follow distancing guidelines. Staff were encouraged and supported to maintain social distancing. They were provided with separate areas to take breaks, eat meals and meetings, such as handovers, were taking place in larger rooms. The provider supported staff to shield in line with guidance by retaining them on full pay for the duration.

PPE was used effectively to protect people who used the service and staff. We saw the service had enough

stocks of PPE and saw staff used it in line with guidance. Staff had received training in infection control, how to use PPE properly and had received information about COVID-19, to enable them to work safely and reduce the risks. Staff explained people were initially anxious about the increased levels of PPE, but that everyone had become used to it as 'the new normal'. The registered manager considered the impact PPE, particularly face masks, could have on communication. They had assessed people's individual needs and planned care accordingly, to ensure their needs could be met effectively.

The provider carefully monitored people's wellbeing, staff wellbeing and the risks posed by COVID-19. They did this through regular checks, audits and communication between the home and head office. The service had not experienced any cases of COVID-19 during the pandemic. The registered manager and operations manager told us this was a testament, not only to the processes and procedures they had implemented, but also to the hard work and dedication of the staff team, who had worked tirelessly to ensure people received the support they needed since the pandemic began. The registered manager explained there had been some positives to take from the previous few months including, how the staff team had grown closer and how infection rates in general had declined.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

People were safe. We were assured the provider effectively managed infection prevention and control through the coronavirus pandemic.

Inspected but not rated

Mariners Court Care 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 13 August 2020 and was announced. 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.

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 personal protective equipment 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