

# Quantum Care Limited

# Jubilee Court

## Inspection report

Hayward Close  
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Stevenage  
Hertfordshire  
SG1 5BS

Tel: 01438730000

Date of inspection visit:  
26 January 2022

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15 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Jubilee Court is a care home supporting up to 91 people with personal care. The home was purpose built and was divided up into smaller areas, which supported about 15 people. Some people were living with different forms of dementia.

We found the following examples of good practice.

There were safe visiting processes which were overseen by staff when visitors entered the home. People nominated visitors which included essential care givers to visit them and we saw this happening when we inspected the home. There were other options available to relatives if they were unable to enter the home to see their loved ones.

Professionals visiting people at the home had to show their COVID-19 vaccination passes or show proof of their exemption. The registered manager checked that all staff working in the home had received their COVID-19 vaccinations.

Staff were checking people's temperatures daily to see if people had COVID-19 symptoms. The registered manager made sure people who consented to, received COVID-19 tests as directed by government guidelines. Staff promoted social distancing when possible and amongst themselves. Staff wore personal protective equipment (PPE) correctly. The registered manager had ensured this was made available throughout the home.

People who needed to, were supported to shield from others when they had returned for an emergency hospital admission.

## 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**

# Jubilee 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 26 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# 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 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 making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.  
We found staff had not followed good infection control practices when discarding of a used catheter and used gloves for one person. Some areas of the environment (hallways, kitchenettes and en-suites) were damaged, which made it difficult to keep these areas clean and free from infection. The records of daily cleaning completed by staff lacked detail as to what they had cleaned. There was no record of staff cleaning 'frequently touch areas' in the home.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. The registered manager was not completing regular and effective, infection protection control audits. The risk assessments completed about those clinically vulnerable did not always explore the risks fully. The registered manager told us they would address all these shortfalls.
- Visiting arrangements were in line with government guidance at the time of this inspection. There were various options for visitors at the time of this inspection including essential care giver visits. This is when a named relative or friend can visit on a regular basis without booking visits.

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.

We have also signposted the provider to resources to develop their approach.