

Avery Homes Wellingborough Limited

Duke's Court Care Home

Inspection report

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05 January 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

Duke's Court Care Home is a residential care home providing personal care for up to 60 older people. The accommodation is set over three floors. There were 55 people living at the service at the time of the inspection.

We found the following examples of good practice.

- The service had Personal Protective Equipment (PPE) stock, and staff confirmed the provider always ensured they had an adequate supply.
- People and staff were well supported with regular testing as per the government guidance.
- People had been supported to access the vaccination and booster program and all staff were vaccinated as per the regulatory requirement.
- Staff received training in relation to infection prevention and control. Staff were observed to be wearing the correct Personal Protective Equipment (PPE) and following hand washing guidance during the inspection.
- People were admitted safely into the home and were well supported during isolation periods.

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

Duke's 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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures 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 5 January 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?

- The provider had a system in place to prevent visitors from catching and spreading infections. This system had not always been followed by staff for visiting professionals. We found that visiting professionals were not asked to complete the providers COVID-19 Screening form. Visiting professionals were asked to produce evidence of a negative lateral flow test and their vaccination status but this was not always recorded. There was no evidence that people had been harmed and the registered manager actioned this immediately during the inspection and agreed to monitor this going forward.
- The home was visibly very clean and free from malodour. We found some gaps in cleaning records, however, people told us their rooms and communal areas were cleaned daily to a high standard. Care staff confirmed that high touch areas were cleaned twice daily by cleaning staff and care staff had access to cleaning products for extra cleaning where required, such as during outbreaks of COVID-19.
- 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 assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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