

Primrose House Ltd

# Primrose House

## Inspection report

2 Crowhall Lane  
Felling  
Gateshead  
Tyne and Wear  
NE10 9PU

Tel: 01914950585

Date of inspection visit:  
10 February 2022

Date of publication:  
16 March 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Primrose House is a care home that provides nursing and personal care for up to 65 people, with a range of health care needs including mental health related conditions and those living with dementia. At the time of the inspection there were 57 people living in the home.

We found the following examples of good practice.

- Systems were in place to help prevent people, staff and visitors from catching or spreading infection.
- The environment was clean. Additional cleaning was taking place, including of frequently touched surfaces.
- Staff wore appropriate PPE and there were sufficient supplies. The manager carried out weekly checks to ensure the service always had enough PPE for staff to access and that it was stored appropriately.
- Staff had undertaken training in putting on and taking off PPE and other COVID-19 related training.
- People and their relatives were supported to keep in contact using a range of technology as well as visits to the home in line with government guidance.
- People and staff participated in a regular testing programme.
- Appropriate vaccination status checks were in place.

## 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**

# Primrose House

## **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 10 February 2022 and was announced. We gave the service short 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 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.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.