

Larchwood Care Homes (South) Limited

Dove Court

Inspection report

Kirkgate Street
Wisbech
Cambridgeshire
PE13 3QU

Tel: 01945474746

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04 February 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

Dove Court is a purpose built two storey care home that provides accommodation and personal care to older people, some of whom were living with dementia and younger adults. It is registered for the support of up to 76 people. At the time of inspection, 54 people were using the service.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively. This included checking the provider was meeting COVID-19 vaccination requirements.

We found the following examples of good practice.

Staff adhered to safe visiting procedures and this meant the risk of infections being brought into the service was minimised. Arrangements were in place so people could have the visitors they chose including the essential care giver where this was in people's best interests. The provider followed guidance about visiting and only restricted this if it created additional risks. Alternative arrangements were in place for visits if there was ever a COVID-19 outbreak. Checks and monitoring of standards of hygiene and infection prevention and control helped drive improvements and actions were taken to prevent recurrences or cross contamination.

Testing for COVID-19 was undertaken as required by staff, people and all visitors. Other checks such as, a health declaration and temperature checks were effectively completed before anyone could enter the service. We saw visitors such as, health professionals and staff were competent undertaking these checks and records confirmed this. Additional communication methods, such as telephone calls, video calls, and the use of computer Apps helped increase contact with relatives.

All staff, external health professionals and visitors, evidenced COVID-19 vaccination status, and evidenced a negative rapid COVID-19 test when required, before entering the service. The only exception to this was for emergency workers, to ensure no delay to the care and support people needed.

Personal protective equipment (PPE) was available in the service, and guidance for PPE usage was displayed. Staff wore PPE correctly, and were seen to work safely throughout the inspection visit. Staff understood how to cohort people in different areas of the service to prevent cross contamination. Only staff in each cohort worked in that area of the service. This prevented the risk of any potential cross contamination.

The care home looked and smelt visibly clean and hygienic. Contaminated waste was disposed of safely. Frequently touched areas, such as door handles, switches and handrails, received enhanced cleaning. Staff told us they had access to the required equipment, and cleaning products, to maintain a safe environment.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated.

Further information is in the detailed findings below.

Inspected but not rated

Dove 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.

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.

Inspection team.

This unannounced inspection was undertaken by one inspector and took place on 4 February 2022. We gave the service a short period of notice so we could adhere to their policies before entering the service.

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.
- The provider was facilitating visits for people living in the home in accordance with the current guidance. For example, through virtual meetings by video, an outside garden pod, e-mail and also more regular visits for essential care givers based on what was in people's best interests.

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.