

Quantum Care Limited

Richard Cox House

Inspection report

Dog Kennel Lane
Royston
Hertfordshire
SG8 7AB

Tel: 01763249111

Website: www.quantumcare.co.uk

Date of inspection visit:
25 January 2021

Date of publication:
08 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Richard Cox House is a 'care home'. People in care homes receive accommodation and nursing or personal care. The service accommodates up to 29 people in one adapted building. At the time of the inspection there were 14 people living there.

We found the following examples of good practice.

The service was clean and hygienic. Cleaning schedules had been enhanced and frequent cleaning was carried out throughout the day.

Staff followed the requirements for the use of personal protective equipment (PPE) and had received training in infection control, taking off and putting on of their PPE and handwashing.

Relatives had been supported to safely visit their loved ones in exceptional circumstances in line with the national guidance. For example, when a person was approaching the end of their life.

Whole home testing was in place for people and staff. In addition to this they were undertaking daily lateral flow testing for staff arriving on shift.

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

Richard Cox 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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice were safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 25 January 2021 and was unannounced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- 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.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. Although the provider had a procedure in place which asked visitors to complete a questionnaire about their health, the inspector did not experience this during their visit.