

# Care UK Community Partnerships Ltd

# Snowdrop House

## Inspection report

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Date of inspection visit:  
16 March 2021

Date of publication:  
13 April 2021

## Ratings

|                                 |                                |
|---------------------------------|--------------------------------|
| Overall rating for this service | Inspected but not rated        |
| Is the service safe?            | <b>Inspected but not rated</b> |

# Summary of findings

## Overall summary

Snowdrop House is a purpose-built residential care home providing personal and nursing care to 45 people aged 65 and over at the time of the inspection. The service can support up to 70 people and can provide short-term respite care and specialist care for people who may live with dementia, have a physical disability or require mental health support.

We found the following examples of good practice.

People were chatting and engaging with staff and this did not appear to be impacted by staff wearing masks. People told us they felt lucky to be cared for so well.

Information was displayed about COVID-19 giving clear and accessible advice.

The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID-19.

The home was clean and there was cleaning ongoing during our visit.

The service had made arrangements to receive visitors with clear infection control procedures in place. Visitors were screened and had their temperatures checked on arrival. Visitors were required to wear personal protective equipment (PPE) and undertake a rapid test for COVID-19. Visits were scheduled to avoid potential infection transmission between visitors.

Staff had received training on putting on and taking off personal protective equipment (PPE), infection control and COVID-19. They told us they felt supported and had enough information to do their jobs.

## 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**

# Snowdrop 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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 16 March 2021 and was announced so we could ask some initial questions about COVID-19 practices at the home.

# 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 preventing visitors from catching and spreading infections.
- 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 somewhat assured that the provider was meeting shielding and social distancing rules. The arrangement of furniture in one communal lounge did not follow good practice and social distancing guidelines.
- We were somewhat assured that the provider was admitting people safely to the service. Staff did not always follow infection prevention control guidelines.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Cleaning schedules had not been managed to enable higher risk areas to be attended to last in order to further help prevent transmission.
- We were not assured that the provider was using PPE effectively and safely. Staff had received training and were able to clearly describe how they should put on PPE before entering rooms of people COVID-19 positive or isolating. However, staff did not always follow these guidelines.

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