

Tendring Care Homes Limited

Tendring Care Homes Ltd

Inspection report

Ringwood Road
Netley Marsh
Southampton
Hampshire
SO40 7DY

Date of inspection visit:
05 March 2021

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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

The home provides accommodation for up to 23 older people with personal care needs. There were 19 people using the service at the time of the inspection.

We found the following areas of good practice:

- The provider had set up a wash basin in the porch to enable full hand washing before entering the home.
- A purpose built visiting pod was used to enable safe visiting from family and friends. This had been adapted with a door in the internal clear dividing screen to permit face to face visits under the new Government guidance starting 8 March 2021.
- The home had a supply of face masks with clear plastic panels to support people who had difficulty hearing.
- The registered manager carried out competency and spot checks on staff regarding their use of PPE, to ensure they continued to use it safely and appropriately.
- People using the service were tested for COVID-19 every 14 days, this was more often than the Government guidance of every 28 days.

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

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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. The 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 the CQC's response to the corona virus pandemic we are looking at the preparedness of care homes in relation to infection and prevention control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

The inspection took place on 5 March 2021 and was announced.

Is the service safe?

Our findings

S5□ 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 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 home had systems in place to ensure appropriate cleaning was carried out, however these systems were not working effectively. Cleaning records showed a high number of gaps making it difficult to be assured that cleaning was being carried out as stated. An infection control audit carried out on 9 February 2021 also identified shortfalls in cleaning within the home. The registered manager had prepared an action plan to address the shortfalls however at the time of our inspection on 5 March 2021 no actions had been signed off as completed. Many actions had been given a target date for completion as 10 March 2021 which is not an acceptable time frame to correct basic cleaning which is a high priority during the COVID-19 pandemic. During a walk around we noted some areas of clutter which needed removing to ensure effective cleaning could be carried out in those areas.
- Following the inspection the provider notified us that they had addressed some of the issues identified. They told us they had removed clutter from the two areas identified and addressed some of the issues in the infection control action plan. These included removing dust from a radiator cover, cleaning windows and carrying out a deep clean of the laundry room and staff room.