

Douglas Court Care Home Limited

# Douglas Court

## Inspection report

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18 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

Douglas Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Douglas Court can accommodate up to 43 people. At the time of our inspection there were 33 people living at the service. The home is a two story building with lounges, dining rooms and a conservatory situated on the ground floor.

We found the following examples of good practice.

- The provider had installed a visitors pod in the garden which meant that families could have a comfortable, relaxed visit without risk. They had also made provision in the conservatory for visitors to have a safe space to visit.
- Staff had received training in donning and doffing personal protective equipment (PPE), and we saw this was accessible throughout the home and staff used it in accordance with the most up to date guidance. Staff had received further training in Covid-19 and infection control.
- The registered manager told us that they had removed chairs in the lounges to maintain social distancing.
- The infection control policy was up to date. We reviewed audits which reflected actions had been taken to maintain the standards within the home. There was a Coronavirus Policy and Procedure, Management of Personal Protective Equipment (PPE), Coronavirus Uniform Policy and Social Distancing in the Home Policy. All of this helped to guide staff to manage the pandemic.
- Only essential medical professionals had entered the home during the outbreak unless someone was at the end of their life; then their family were able to visit.
- White boards had been purchased for communication both in the home and in the visiting area. People had found communication difficult with face masks on, but the whiteboards had helped to support this.
- During the outbreak they had installed additional PPE stations so that staff had easy access to PPE. They also had a separate area to change their clothing and put on uniform when starting work. This helped to reduce cross contamination from clothing they had worn to work.

## 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.

# Douglas 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.

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 18 March 2021 and was unannounced.

# 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 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.