

Community Health Services Limited

Pinetum

Inspection report

Valley Drive, Countess of Chester Health Park
Liverpool Road
Chester
Cheshire
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30 April 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

Pinetum can provide accommodation for up to 45 people who require nursing care. There were 43 people living at the service at the time of the inspection.

We found the following examples of good practice.

Visitors were welcomed, and systems had been set up to facilitate this safely. On arrival visitors were asked to complete a COVID-19 test, have their temperature taken, complete a questionnaire, sanitise their hands and wear personal protective equipment (PPE) before coming into the service. One relative commented "They are very thorough but very kind and lovely with us."

Relatives spoke positively about their experience of visiting their loved ones which they felt was safe. Visits took place in people's own rooms or in a 'visiting pod' that that was cleaned in-between visits and contained a full-length screen and a microphone to aid communication. Window visits and garden visits were also supported.

Relatives felt they had been kept informed throughout the pandemic and spoke highly of the communication they had received. They told us they received regular e-mails and telephone calls from staff to inform them of any changes in their loved one's wellbeing as well as any changes to the government guidelines. People were supported to keep in touch with their family using technology. Relatives confirmed staff supported their loved ones to receive face to face phone calls.

Appropriate procedures were in place to minimise the spread of infection and maintain people's safety during the COVID-19 pandemic. Infection prevention and control (IPC) guidance was displayed so everybody was aware of the procedures in place, including visitors. The environment was clean and hygienic. Increased cleaning schedules, to reduce the risks of cross infection, were in place along with signage to indicate high touch areas that required additional cleaning.

We observed staff wearing the correct PPE and they knew how to dispose of it safely. People and staff were taking part in regular COVID-19 testing. People were being monitored for symptoms of COVID-19 and people who needed to, were supported to isolate in their own rooms. Staff were informed of who was isolating and knew what PPE to wear and what enhanced procedures needed to be followed to protect them from risk.

We were assured this service was following safe infection prevention and control measures to keep people safe.

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

Pinetum

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 30 April 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 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 assured the provider was facilitating visits for people living in the home in accordance with the current guidance.