

Integrated Nursing Homes Limited

The Knolls Care Centre

Inspection report

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Date of inspection visit:
20 October 2020

Date of publication:
02 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Knolls Care Centre is a Nursing home providing personal and nursing care to 39 people at the time of the inspection, some of whom were living with dementia. The service can provide care for up to 56 people. We found the following examples of good practice.

- The registered manager was knowledgeable of the designated clinical lead at the doctor's surgery and has a good working relationship with the team. Four nurses have been put forward to work with the GP surgery for the nurse practitioners' course which would make them nurse prescribers and hopefully reduce waiting time for treatment and mitigate risks to enable interventions at an earlier stage.
- I-pads and facetime options are made available to those who are unable to have face to face visitors which is supported by staff. Window visits are encouraged to take place and in fine weather garden visits are accommodated and supervised by a staff member. At the front of the building the provider has a gazebo with seating for people and their visitors. In addition, the provider is changing the use of a cabin which sits in the grounds of the property to accommodate poor weather visits.
- We observed really good interactions between people and staff with high staffing ratios to enable positive well-being to be supported. There were access to several activities on offer for those who chose to meet individual preferences.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

The Knolls Care Centre

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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 20 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.