

Moat House Care Home Limited

# Moat House

## Inspection report

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19 January 2022

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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 Moat House is a residential care home providing accommodation and personal care for up to 101 people aged 65 and over, many of whom are living with dementia. The service also supports younger adults under the age of 65 years. The service was supporting 99 people at the time of inspection.

We found the following examples of good practice

The provider had effective systems and processes in place to manage an outbreak of COVID-19. Staff followed safe infection prevention and control procedures, including the safe wearing and disposal of personal protective equipment (PPE) and regularly sanitising their hands. Housekeeping staff followed robust cleaning schedules and procedures to ensure the premises were kept clean and hygienic.

People, staff and visitors were supported to access testing in line with current government COVID-19 guidance. Staff completed regular training around infection prevention and control and COVID-19. Their competencies were regularly checked by senior staff.

The service had sufficient stocks of PPE which were consistently available to staff through individual PPE stations outside rooms where people were isolating, and main PPE stations around the premises.

Staff followed COVID-19 risk assessments and contingency plans which were regularly updated to identify and respond to risks.

## 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**

# Moat 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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 19 January 2022 and was unannounced.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures. This included the use of agency staff to ensure safe staffing levels and people's needs were met.

### 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. The premises were very clean. Housekeepers followed robust cleaning schedules.

- We were assured that the provider was meeting shielding and social distancing rules. Where people had tested positive for COVID-19, they were supported to isolate in their apartments. Doors signs were in place advising of duration of isolation. We found some doors to people's rooms were left open. This had been assessed on an individual basis to minimize distress for people.

- 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 observed sufficient stocks of PPE and staff using PPE safely. Individual PPE stations were outside people's rooms where they were isolating in addition to the main PPE stations, and these were regularly refilled.

- We were assured that the provider was accessing testing for people using the service and staff. Staff were required to undertake lateral flow testing on arrival for each shift and weekly PCR testing. People were supported to participate in regular testing in line with current government COVID-19 guidance.

- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The service was experiencing an outbreak of COVID-19. Risks were well managed and staff acted in accordance with the latest government advice and guidance.

- 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. People were able to receive visits from essential care givers in their apartments or in a designated visiting pod. We saw people receiving visits during our inspection visit. Visitors were required to undertake a lateral flow test and wear PPE for the duration of their visit.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.