

Hudson (Sandiacre) Limited

# Sandiacre Court Care Centre

## Inspection report

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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

Sandiacre Court Care Centre is a nursing and residential care home registered to provide personal care and nursing support up to 81 people aged 65 or older including people who live with dementia. At the time of inspection 63 people were living in the service. The accommodation is on three floors with several communal areas for people to spend time in. There is also an enclosed accessible garden.

We found the following examples of good practice.

- The service introduced drive through visits when lockdown restrictions began to ease. This progressed to garden visits using large perspex screens on wheels along with personal protective equipment (PPE) as additional safety measures. Visits were carefully planned and risk assessed.
- Activities were undertaken in smaller groups and on a one to one basis with people living in the service. This meant more people became involved as they did not need to join a big group or move to another room to participate. Competitions, for example in artwork or doing quizzes, between the floors in the service were successful.
- New admissions to the service were regarded as high risk in all areas, for example, skin integrity, mobility and emotional health, and so received enhanced care and observations during their 14 day isolation period. The service liaised with relatives to understand how to best support people during this period.
- The whole staff team practiced putting on and taking off full PPE in small groups. This also included practicing PPE routines if someone tested positive for Covid 19. A video of the registered manager putting on and taking off PPE was put on the staff WhatsApp group so they could refer to this when needed.
- Any staff member at higher risk if they contracted the virus received weekly supervision sessions with the registered manager to support them. All staff and people living in the service had an individual risk assessment in place which meant measures could be put in place to keep them safe.
- A room on each floor was designated as a staff area to change into and out of their uniforms each shift, which including changing their shoes. Staff remained on separate floors as far as possible to reduce the risk of cross infection.
- There was a robust plan in place in the event of an outbreak. Some rooms on one floor, separated from others by a fire door, would be used as an isolation area. A number of bedrooms were kept empty so staff could move into those and remain on site in the event of an outbreak.
- Enhanced cleaning in all areas was supplemented by an additional four hourly cleaning schedule for regularly touched areas such as door handles, light switches and electronic equipment. This reduced the risk of infection.
- Comprehensive audit processes, including infection prevention and control, were tailored to the specific needs of the service and were not completed using a standard template. This meant features and risks unique to Sandiacre Court were identified and addressed.

# 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

# Sandiacre Court 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 27 August 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.