

Far Fillimore Care Homes Ltd

# Nightingale Court

## Inspection report

11-14 Comberton Road  
Kidderminster  
Worcestershire  
DY10 1UA

Date of inspection visit:  
26 February 2021

Date of publication:  
18 March 2021

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Nightingale Court provides accommodation and personal care for up to 43 people. At the time of our inspection, 36 people were living at the service.

We found the following examples of good practice.

All staff and visitors took their own temperature on arrival and were provided with Personal Protective Equipment to wear. There was a visiting pod in place which was only accessible through the garden and could only be used through an appointment system.

Use was made of the three communal areas to assist people in maintaining a social distance from each other. Staff were kept informed of any changes in people's needs through handover meetings which took place in large communal areas.

The activities co-ordinator lead small groups of people in activities in another part of the home and people were encouraged to sanitise their hands between each activity.

Staff wore large name badges which included a photo of themselves and their name in large print. This helped people recognise who was supporting them and provide reassurance.

The registered manager carried out window visits as part of their pre-assessment to introduce themselves and answer any queries people had.

A designated room was used by a trained member of staff to efficiently and safely test staff for COVID-19.

## 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**

# Nightingale 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 coronavirus 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 26 February 2021 and was announced.

# Is the service safe?

## Our findings

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 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 not fully assured that the provider was using PPE effectively and safely. There was a lack of signage throughout the home and more PPE stations were required. The provider took immediate action to address this issue.
- We were not fully assured that the provider's infection prevention and control policy was up to date. The provider's policy did not reflect current government guidance. The provider took immediate action to address this issue.

We have also signposted the provider to resources to develop their approach.