

Acer Healthcare Operations Limited

Chestnut Court Care Home

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

Chestnut Court Care Home is a 'care home'. It is registered to accommodate 62 people across three separate units, which have separate adapted facilities. The home provides support with nursing and personal care to older people, some of whom are living with dementia.

We found the following examples of good practice.

- Each visitor to the home, including health professionals and relatives of people in the home, were asked to complete a Covid-19 related risk assessment about whether they have experienced symptoms or been in recent contact with anyone with symptoms. Visitors were provided a fluid resistant surgical face mask during their visit. Visitors had their temperature checked on arrival to confirm it was at a safe level to enter. These practices helped to ensure the risk of transmission in the service was reduced.
- The home experienced an outbreak of Covid-19 in March. To help control the infection and prevent further spread, an 11 bed isolation zone was set up for people with symptoms or who had tested positive. The zone was used to help people self-isolate in line with government guidance. Barrier nursing was implemented immediately, which meant allocated nursing and care staff were fully protected when providing people who were self-isolating with support. The management team and staff worked together and received support from external professionals to ensure the virus was contained within the zone and did not spread through the service.
- People were supported to avoid social isolation and loneliness as much as possible. During the period of quarantine, people in the home were supported to stay in touch with each other through the use of technology, such as video calls and instant messaging. People were also supported to contact relatives. Small social bubbles were formed gradually to help ease people out of isolation and enjoy activities with each other, such as games, watching television or sitting in the garden.
- The provider carried out full testing of all staff for Covid-19. This ensured people and staff were protected because it was possible to test positive for Covid-19 without having symptoms. This meant there was greater protection in the home to prevent further outbreaks and keep people safe. Staff who tested positive were required to self isolate for the period recommended by the government. People in the home were also tested and their consent was obtained prior to the test. Best interest decisions were made for people who were unable to provide their consent.

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 satisfied effective systems were in place for the purposes of infection control and prevention.

Inspected but not rated

Chestnut Court Care Home

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 18 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.