

Agincare (Derby) Limited

# Queensferry Court Care Home

## Inspection report

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27 January 2021

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Queensferry Court Care Home provides nursing care, personal care and accommodation for up to 56 people. At the time of the inspection there were 21 people living at the service. The service is spacious over two floors and is separated into different wings. The service provides long term care and supports people who require assessment following hospital discharge. Each wing has its own separate facilities, with toilets, bathrooms, sluice, storage, dining area, kitchenette and lounge areas.

We found the following examples of good practice.

- The home was closed to visitors. Families and health care professionals had been informed and kept up to date about visiting restrictions.
- Temperature and track and trace checks were performed upon entry to the home to minimise the risk of transmission. All visitors were offered Personal Protective Equipment (PPE) and a COVID-19 test.
- While the home was closed the service used video-calls and phone calls to keep families in touch. When visiting was allowed, the service had a large conservatory which allowed pre-booked visiting through windows, in the garden or with Perspex screens inside.
- Staff arrived at the main entrance for testing purposes and were then able to access areas they worked in without walking through the home. Staff changed into uniforms when they arrived at work and removed them before they left to prevent the transmission of infection.
- People had been isolated in their rooms to prevent cross infection. Wings of the home were zoned to separate people who had COVID-19 from those who did not. Staff were allocated zoned areas to work in and did not move around the home.
- Rooms were not ensuite but had wash hand basins, equipment in rooms was cleaned after use. Cleaning of communal toilets and bathrooms had been enhanced and were cleaned after each use by housekeeping staff to prevent cross infection.
- Enhanced cleaning also included frequently touch areas to reduce the risk of cross infection. The registered manager had purchased a sanitising machine for communal areas.
- People and staff were able to maintain social distancing in spacious communal areas. People could access entertainment, activities and exercises on a large smart TV in each lounge.
- Following audits, furniture in lounge areas was being replaced and upgraded to meet infection control guidelines. In other areas floors had been replaced to ensure easy cleaning.
- The provider had a good supply of PPE and there were PPE stations with clinical bins to prevent cross infection when providing care.
- The provider performed checks of temperature and oxygen saturation to identify symptoms or deterioration in people's condition.
- Staff including agency staff used, were tested on a very regular basis to identify symptoms of COVID-19 early.
- The provider obtained profiles for agency staff and booked them for a continuous period to minimise the risk of cross infection.
- Staff had received additional training in infection control and prevention and handovers were used to

discuss best practice, concerns and learn lessons.

- People and staff had risk assessments in place to identify anyone at high risk that may need to shield.

## 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**

# Queensferry 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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 27 January 2021 and was announced.

## 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.