

## Barchester Healthcare Homes Limited

# Arbour Court

### 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

Arbour Court is a residential care home which provides nursing and personal care to 60 people. At the time of the inspection there were 51 people living in the home.

We found the following examples of good practice.

National guidance was followed on the use of personal PPE and regular Covid 19 testing was taking place.

There were supplies of PPE readily available to staff and visitors.

Staff had received training in handwashing, Infection Prevention and Control (IPC) and use of PPE.

There were procedures and risk assessments to manage and minimise the risks Covid 19 presented to people who used the service, staff and visitors.

The systems in place allowed people to be admitted to the home safely. National restrictions on visiting were in place at the time of the inspection and alternative measures such as video calls were being used.

The home had also built a pod to support people with safe visits. The home was clean and uncluttered. Communal areas had been reorganised to promote social distancing.

## 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**

# Arbour 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 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 announced. We gave the service two days notice of the inspection.

# 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.

### 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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.