

Bestcare UK Limited

Chapel Garth EMI Residential 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

Chapel Garth provides residential care for up to 33 older people some of whom are living with dementia. People are accommodated on the ground floor and there is an upper floor used as office space and by staff. The home is in Bentley on the outskirts of Doncaster. At the time of our inspection 17 people were using the service.

We found the following examples of good practice.

The home looked and smelled clean, and was uncluttered. There were some narrow corridors where ventilation and social distancing posed a challenge. Staff were seen to be wearing masks and being careful to maintain as much distance as possible when passing each other, to minimise the resultant risks. We were assured because it was evident that staff were aware of and acting to minimise the risk posed by the building in order to keep people safe. We saw staff carried hand sanitiser and sanitised their hands frequently.

Some areas of the home and were designated to meet the needs of people who would not benefit from isolating in their rooms for long periods.

The regional support manager, who had been managing the day to day running of the service, had knowledge of current guidance. They ensured dissemination of information to staff, liaised with relevant agencies, and maintained communication with people and their family and friends. Staff also helped people to stay in touch with their family and friends by phone and on-line face to face chats.

The provider learned lessons and responded positively to address shortfalls and improve the service. We saw evidence that best practice feedback had recently been provided by a visiting infection control specialist nurse and, as a result, changes had been implemented quickly and effectively. We also found the regional support manager who supported us with the inspection to be receptive and responsive.

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.

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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 19 January 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 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.