

Raj & Knoll Limited

The Knoll Nursing Home

Inspection report

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Walmer
Deal
Kent
CT14 7NB

Tel: 01304371126

Date of inspection visit:
29 January 2021

Date of publication:
22 February 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

The Knoll Nursing Home is a residential care home providing personal and nursing care for up to 29 older people, some of whom were living with dementia. At the time of the inspection, there were 19 people living at the service.

We found the registered manager had not always worked in line with national guidance. You can see information about this in the detailed findings. We have signposted the registered manager to current guidance and are assured they will work in line with it moving forward.

We found the following examples of good practice.

- The registered manager had implemented procedures to minimise the risk of infection from visitors. There was a garden room where people could meet their family or friends in a safe way. This was external to the main building, meaning visitors did not have to walk through the service. There was a screen in place within the garden room to minimise the risk of COVID-19 transmission.
- Staff had a cleaning schedule in place which included additional cleaning of areas such as the door bell, handles, phones and hand held devices. This was completed on a regular basis throughout the day and when items had been used.
- Changes had been made to the service as a direct result of the pandemic. Staff wore personal protective equipment (PPE), such as masks, aprons and gloves. There were PPE 'stations' and hand sanitizer around the service to help ensure it was available to staff when needed.
- The service provider had engaged in the national COVID-19 testing programme for staff and people who lived at the service.

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

The Knoll Nursing 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider had in place.

This inspection took place on 29 January 2021 and was unannounced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. To cover temporary absence, the provider shared a member of domestic staff between The Knoll and another service they owned. The provider took immediate action following our inspection to allocate separate domestic staff to each service.
- 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 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 have signposted the provider to resources to develop their approach.