

Colleycare Limited

St Anns Care Home

Inspection report

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10 February 2021

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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

St Anns Care Home is a residential care service registered to provide personal care for up to 39 people. On the day of our inspection, the service was supporting 22 people. Some people using the service, were living with dementia.

The home is set out across two floors with a communal lounge, dining room and conservatory. People's rooms have en-suite facilities.

People's experience of using this service and what we found
We found the following examples of good practice.

Visitors to the building had their temperature checked and were required to complete a questionnaire to reduce the risk of infection into the home.

The home was clean and well maintained, regular checks took place to ensure deep cleaning and frequent cleaning of high touch areas was taking place.

Staff had access to personal protective equipment (PPE) and hand sanitizer was available throughout the service. Separate changing facilities were available for staff to change into uniform at the start of their shift and change again before leaving the building.

Staff had received training in infection control. Checks had been completed regularly by infection control champions to ensure staff were following safe practice around hand hygiene and the appropriate use of PPE.

Staff and people received regular COVID 19 testing.

Staff had a good understanding of the signs and symptoms of COVID 19 and people were monitored daily. The provider had a system in place to isolate symptomatic people and people who tested positive for COVID 19.

Staff supported people to social distance in communal areas and the home had been adapted to ensure good infection control practice, such as removing unnecessary items that may transmit infection.

The provider followed government guidance on the admission of people into the home. New admissions or people returning to the home from another service were tested for COVID-19 and isolated as per government guidance to reduce the risk of infection.

Staff supported people to maintain contact with their family and friends by telephone and video calls. People were also supported to make and send cards to family and friends.

Individualised risk to people and staff had been assessed and shielding was supported where required.

The provider supported staff by ensuring they had access to confidential support. This included support for managing stress and bereavement. The provider had invested in extra training to support staff resilience and wellbeing which was due to be delivered to staff at the time of the inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for St Anns Care Home on our website at www.cqc.org.uk

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

St Anns 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 inspection took place on 10 February 2021. We gave a short period notice of the inspection before entering the building this was to help the service and us manage any risks associated with COVID-19.

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.

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.