

Agincare (Derby) Limited

Queensferry Court Care Home

Inspection report

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Date of inspection visit:
24 January 2022

Date of publication:
03 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Queensferry Court Care Home Queensferry Court Care Home is registered to provide personal care and accommodation for up to 56 older people and younger adults. The service can support people that are living with dementia, have a physical disability or require support with their mental health. The service provides long term care and supports people who require rehabilitation following a hospital admission. 46 people were using the service at the time of the inspection.

We found the following examples of good practice.

A COVID - 19 screening questionnaire and track and trace details was required for all visitors, to complete upon entry. Temperature checks, hand washing facilities and hand gel were in place to comply with the required guidance.

During the COVID - 19 outbreak the provider had closed the home to non-essential visitors and people were supported to contact their relatives and friends through video calls and telephone calls.

Government guidelines were being followed to enable essential care givers to continue to visit the home.

Enhanced cleaning schedules included regular cleaning of touch areas such as handrails and door handles. This reduced the risk of cross infection.

Staff changed into and out of their uniforms at work. This reduced the risk of infection spread.

Staff had received training in infection prevent and control and the use of personal protective equipment (PPE).

Staff were observed wearing PPE appropriately.

Staff and people living in the service accessed regular testing for COVID-19, so that action could be taken swiftly if anyone developed symptoms or had a positive test result.

The infection prevention and control policy was up to date.

People and staff had risk assessments in place to identify their individual risks associated with COVID-19. We saw protective measures were in place to keep people and staff safe.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. We also received information of concern about infection prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 24 January 2022 and was announced. We gave the service 24 hours' 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.
- 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.