

## Barchester Healthcare Homes Limited

# Longueville Court

### Inspection report

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23 February 2021

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### Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Longueville Court provides accommodation, nursing, and personal care for up to 109 adults, some of whom may be living with dementia. At the time of our inspection there were 101 people living at the service.

We found the following examples of good practice.

Visitors could visit their family member/friend by appointment using the two outside visiting pods. There was a screen, an intercom system and an emergency call bell in place. Gaps between each visit helped prevent people encountering other visitors, staff or people from the home. Gaps between visits were also used to clean the pod. End of life visits also took place in the home. Staff helped people to use computer tablets to video call family and friends to promote their social well-being.

On arrival into the building, external visitors including a health or social care visitor waited to enter in line with the providers meet and greet protocol. Personal Protective Equipment (PPE) would be made available if needed.

People isolated in their rooms for 14 days, when returning from an external health appointment or were recently admitted into the home. For people who lacked capacity to understand self-isolation, additional staff would be employed to support this.

Staff socially distanced when on their break. Staff changed into their work clothes in the staff room and put on and took off their PPE before starting work. They had a separate entrance and exit to use instead of the main entrance. They also used a set of back stairs to get to the floor (called a community) they would be working on. These stairs were only used by staff.

There was an infection control lead within the home. Staff had infection prevention and control training from the clinical commissioning group (CCG). They also had internal COVID-19 training. Handwashing/hand hygiene spot checks were completed on staff.

Communal areas seen appeared uncluttered to aid with effective cleaning. Furniture in communal areas had been spread out to promote social distancing. Windows were opened to promote good ventilation.

## 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**

# Longueville 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 23 February 2021 and was announced. The inspection was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks. We also asked the provider to send us infection prevention and control policies and audit findings.

# 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 somewhat assured that the provider was meeting shielding and social distancing rules. There was one staff member who, on occasion, worked at two care services. We have signposted the registered manager to government guidance around this. Staff who used public transport to travel to work had not had this risk included into their COVID-19 risk assessments. The registered manager told us they would make this improvement.
- 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 somewhat assured that the provider was accessing testing for people using the service and staff. Staff were lateral flow device tested for COVID-19 twice a week. However, before getting their result staff would walk through to the staff room, change into their uniform, put on PPE and commence work. We have sent the registered manager the government guidance as this is currently not being followed.
- 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 have also signposted the provider to resources to develop their approach.