

Derbyshire County Council

Lacemaker Court

Residential and Community

Care Centre

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

Lacemaker Court Residential and Community Care Centre is a care centre that provides personal care and accommodation for up to 16 people who are living with dementia. At the time of the inspection there were ten people living at the service. The service also provides day care to people, however this facility was closed at the time of the inspection.

We found the following examples of good practice.

- The service had clearly identified it was closed to visitors. The management team had increased communication with families to offer support and reassurance. Phone calls, video calls, letters and photographs were used to increase contact.
- New visiting measures were being put in place to ensure that families could visit safely when the current restrictions were lifted.
- The management team had recognised the affect that the isolation period had on people living at the service and had provided one to one support to people for their wellbeing when isolated in their rooms.
- The management team ensured there was sufficient stock of Personal Protective Equipment (PPE) stored in new wipeable plastic drawers and new clinical waste bins to prevent the spread of infection.
- The service had obtained extra training from the local hospitals in the correct use of PPE and handwashing to ensure national guidance was followed.
- The service had closed its daycentre and utilised the domestic staff to ensure extra cleaning of frequent touch points to prevent cross infection.
- When staff were off work self-isolating, the management team and staff had worked extra shifts to ensure external staff were not used.
- Staff uniforms were laundered at the service, to reduce the risk of infection of staff traveling in their uniforms.
- The management team regularly walked round the service to perform spot check on staff wearing the correct PPE to ensure standards were maintained.
- The home was spacious and well ventilated and there were spare rooms for staff to have socially spaced meetings and breaks. Staff were restricted to working on one floor to minimise staff movement and prevent cross infection.
- The management team told us they had learnt a lot about the staff group and themselves and were impressed with how the team had pulled together, supported each other and become stronger during a difficult time.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Lacemaker Court Residential and Community Care Centre

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 2 December 2020 and was announced on the day.

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.