

HC-One No.2 Limited

Sutherland Court

Inspection report

Sutherland Avenue
Newcastle Upon Tyne
Tyne and Wear
NE4 9NS

Tel: 01912263470
Website: www.hc-one.co.uk

Date of inspection visit:
09 February 2022

Date of publication:
28 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

Sutherland Court is a care home registered to provide accommodation and personal care for a maximum of 74 people, some of who may be living with a dementia related condition. At the time of the inspection 64 people were resident.

We found the following examples of good practice.

There were ample supplies of PPE. Staff understood how to put on, take off and dispose of PPE in a safe way.

A range of IPC training had been completed by the staff meaning IPC measures were fully understood and implemented.

Enhanced cleaning schedules were in place to ensure high touch areas were cleaned frequently.

Staff were supporting people to maintain family and social contacts in line with government guidance around visiting. Additional measures were in place including video calls and phone calls. Relatives were complimentary of the way the staff were managing visiting.

All staff were fully vaccinated and systems were in place for recording the vaccination status of staff and non-exempt visitors.

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

Sutherland 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 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 visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 9 February 2022 and was unannounced.

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 providers approach to visiting was in line with government 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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.