

Chetwynd House Care Home Limited

Chetwynd House

Inspection report

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16 December 2020

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29 December 2020

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Chetwynd House is a 'care home' registered for 75 people providing residential and dementia care. The home consists of three floors. There were five separate care suites, each with its own decorated and furnished lounge, dining facilities and lifestyle kitchen. At the time of our inspection there were 59 people using the service.

We found the following examples of good practice.

At the time of the inspection the service was closed due to an outbreak of COVID -19. However, the provider had developed outdoor facilities to enable people to receive visitors safely when able to do so. Additional staff were being employed to specifically support people and their relatives to safely meet.

The registered manager had kept people and relatives informed of the COVID - 19 outbreak. They had regular contact with relatives of people who had tested positive to the infection to update them of their relation's health and well-being.

Staff had received training and ongoing guidance about COVID - 19 and how to safely provide care and support to people. This included how to use and discard personal protective equipment (PPE) safely. There was a good supply of PPE available to staff.

The management team monitored staff's compliance with regard to COVID - 19 requirements, such as the wearing of PPE and hand washing.

Staff had weekly COVID - 19 tests and they immediately isolated if they received a positive test, became symptomatic or had been exposed to the infection.

People who used the service were tested for COVID -19 before they transferred to the service and extra precautions were taken on admission. People were isolated for 14 days and had a further COVID -19 test. All people received regular testing as per government guidance.

Cleaning of frequent touch points had been increased and cleaning fluids had been changed in response to COVID -19.

Consideration had been given to how staff had their breaks, respecting social distancing requirements.

The provider had ensured required COVID -19 risk assessments had been completed. The business contingency plan and the infection, prevention and control policy and procedure both reflected COVID -19 guidance and information to ensure people, staff and visitors safety.

The registered manager spoke highly of the commitment, dedication, care and supportive approach of the staff team.

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 our detailed findings below.

Inspected but not rated

Chetwynd House

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 16 December 2020 and was unannounced.

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.