

Dales Care Homes Limited

The Dales

Inspection report

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27 January 2022

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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

About the service

The Dales is a residential care home providing personal care to 22 people at the time of the inspection. The service supports older people. The service can support up to 40 people.

We found the following examples of good practice

The service facilitated visiting in-line with government guidance. Procedures were in place for all visitors entering the service. Appropriate checks were carried out to prevent visitors spreading infection on entering the premises.

The registered manager and deputy manager recognised the importance of contact with friends and family to people's wellbeing. Alternatives to in-person visiting, such as virtual visits and telephone calls were supported.

Staff understood and followed good Infection Prevention and Control (IPC) procedures, which helped protect people from the risk of infection. Personal Protective Equipment (PPE) was available throughout the service. Used and soiled PPE was disposed of in-line with best practice guidance.

IPC procedures were understood and audits were regularly completed to monitor IPC practice across the service. The provider did not have an IPC policy in place, the registered manager and deputy manager agreed to develop and implement this.

The service was clean and free from malodour. Regular cleaning following a cleaning schedule helped to reduce the risk of people catching or spreading COVID-19.

Cohorting was used to good effect in the service. Cohorting is a way of separating people that live at the service that have COVID-19 from those that do not, with the aim of preventing the spread of infection. This helped to reduce the risk of transmitting infection.

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.

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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 the Care Quality Commission's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the IPC practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 27 January 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 somewhat assured that the provider followed IPC guidance and best practice. The provider did not have an IPC policy specific to their setting. We have also signposted the provider to resources to develop their approach.

Visiting in care homes

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.