

T.L. Care Limited

Queens Meadow Care Home

Inspection report

327 Stockton Road
Hartlepool
Cleveland
TS25 5DF

Tel: 01429267424

Date of inspection visit:
15 February 2021

Date of publication:
13 April 2021

Ratings

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

Overall summary

Queens Meadow is a care home providing personal care and accommodation for up to 59 adults, some of who are living with a dementia type illness. At the time of this inspection 33 people were living at the service.

We found the following examples of good practice:

- There were appropriate measures in place to prevent visitors catching and spreading infection. Visitors were asked to complete a brief questionnaire about their current health status. Visitors were supported to wear appropriate personal protective equipment (PPE) and there was plenty of PPE available.
- Systems were in place to support people to maintain contact with their family. This included the use of electronic tablets and telephones. The service had also created a safe area where relatives could visit, whilst adhering to government guidelines.
- Staff had completed specific COVID-19 training, including the correct use of PPE.
- The registered manager told us both people and staff underwent regular COVID-19 testing in line with government guidelines. The frequency of tests was in line with current guidance.
- The home was clean and hygienic. Daily cleaning schedules were in place to ensure more frequent cleaning was completed including frequently touched surfaces. Appropriate cleaning products were used to reduce the risk of infection spreading.

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

Queens Meadow Care Home

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 15 February 2021 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 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.

We found some further improvements could be made regarding PPE, so we have also signposted the provider to resources to develop their approach.