

Akari Care Limited

# St Marks Court

## Inspection report

73 Split Crow Road  
Deckham  
Gateshead  
Tyne and Wear  
NE8 3SA

Tel: 01914901192

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19 March 2021

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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

St Marks Court is a care home which provides nursing and residential care for up to 60 people. Care is primarily provided for older people, some of whom are living with dementia. There were 51 people living there at the time of this inspection.

We found the following examples of good practice.

Systems were in place to help prevent people, staff and visitors from catching and spreading infection. Staff had closely considered how to support people to maintain relationships whilst keeping safe. For instance, dining tables had Perspex screens, which let people still sit together and chat over meals but reduced the potential to spread infections.

There was enough PPE, such as aprons, gloves and masks, which staff were seen to use. Staff had undertaken training in putting on and taking off PPE and the manager routinely checked staff compliance with the guidance.

Staff and people were tested regularly for COVID-19. A COVID-19 vaccination programme was in place.

People who used the service told us they found the staff were very supportive. The manager explained how the activity co-ordinator had been organising visits, including window visits and video calls, to help people maintain family connections.

The activity co-ordinator told us they were aware the people who used the service missed singers coming into the home. Therefore, the service had organised an event called 'St Marks has talent,' where staff and people performed and received awards. They had also arranged for singers to perform virtual entertainment for people's birthdays.

The provider employed 'speak and listen' staff who spent time with people who may be more isolated.

We observed positive interactions between staff and people.

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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# St Marks 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 19 March 2021 and was announced.

# 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.