

Robert Pattinson

# Ella McCambridge Care Home

## Inspection report

Winslow Place  
Newcastle Upon Tyne  
Tyne And Wear  
NE6 3QP

Tel: 01912341881

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21 October 2020

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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

Ella McCambridge is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. Ella McCambridge provides accommodation for up to 67 people who require support with personal care, some of whom are living with dementia. 55 people were using the service at the time of the inspection.

We found the following examples of good practice:

- Systems were in place to prevent people, staff and visitors from catching and spreading infections. Clear signage and personal protective equipment (PPE) protocols, disclaimers and temperature checks were in place at the front entrance, as well as a mat to disinfect shoes. Additional cleaning of all areas and frequent touch surfaces was in place; the provider had invested in new cleaning equipment to facilitate faster deep cleaning of rooms.
- The service had worked flexibly to safely facilitate outdoor socially distanced visits. They were ready to re-implement visits should national guidance allow. People were supported to keep in touch with their family members via video or telephone calls.
- The registered manager, provider and senior staff valued the commitment and contribution of all staff throughout the pandemic. They regularly and openly communicated with staff.
- Infection control audits were regularly carried out. Additional infection prevention and control training had been delivered. Leadership and staff at all levels shared a common ethos to keep people safe and as connected as practicable with their loved ones.

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?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

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## **Detailed findings**

## Background to this inspection

As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 21 October 2020 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.