

Family Care Ltd

Denewood House Care Home

Inspection report

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12 March 2021

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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

Denewood House Residential Home is a care home. The service is registered to accommodate a maximum of 21 people who require personal care. The service does not provide nursing care. During this inspection there were 15 people living at Denewood House Residential Home, some of whom were living with dementia.

We found the following examples of good practice.

The service was free from clutter and clean. There were cleaning schedules in place for day to day cleaning. Personal protective equipment (PPE) was available at all entrances. Handwashing guidance was displayed throughout the service.

Staff wore face masks at all times whilst at work. Staff wore full PPE when providing personal care and full PPE if a person using the service was self-isolating.

The service had systems in place to ensure staff isolated for the required period should they test positive for Covid-19. Staff breaks whilst at work were staggered for social distancing purposes.

The service provided safe ways for people to visit their relatives during the Covid-19 pandemic. Visiting arrangements were in accordance with Public Health England guidance. Managers held staff meetings in the garden and explained the service's Covid-19 procedures including visiting procedures.

Staff told us the impact on people using the service had been minimal as the activities co-ordinator had maintained a programme of activities including singers in the garden. The service had also enabled families and carers to have socially distanced visits in the service's garden, as well as window visits. The service had installed a visiting pod in the garden to facilitate visits during the winter.

The families of people using the service could use a video calling system at any time. The service also provided telephone calls for families and carers at any time.

People using the service and staff had been risk assessed for Covid-19. The service did not have any staff from groups which may be disproportionately at risk of Covid-19.

The service had measures in place to prevent people from spreading infection when admitting a person to the service from a health or social care service. The service had decided not to admit people from the community during the pandemic.

The service participated in the whole home testing programme, this meant people using the service were tested for Covid-19 every 28 days. The service's staff were tested for Covid-19 every seven days, this was supplemented by twice weekly lateral flow testing (LFT), these are rapid tests used to detect Covid-19.

To enable staff in providing safe care, staff had received additional training in infection prevention and control (IPC) and Covid-19, to ensure they understood what actions to take in the event of people using the service or themselves becoming symptomatic.

IPC audits were completed regularly and included extra measures the home had put in place due to Covid-19. Any shortfalls identified in IPC audits were immediately addressed.

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

Denewood House 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 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 12 March 2021 and was announced.

Is the service safe?

Our findings

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.
- The service was not aware of guidance on the use of agency staff during the pandemic. We have signposted the provider to workplace planning resources to develop their approach.
- We were assured that the provider's infection prevention and control policy was up to date.