

Agincare (Derby) Limited

Queensferry Court Care Home

Inspection report

Queensferry Gardens
Allenton
Derby
Derbyshire
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26 October 2020

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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

Queensferry Court Care Home is situated in the suburb of Allenton which is three miles south of Derby and is owned by Agincare (Derby) Limited. Queensferry Court Care Home is registered to provide personal care and accommodation for up to 56 older people and younger adults. The service can support people that are living with dementia, have a physical disability or require support with their mental health. The service provides long term care and supports people who require rehabilitation following a hospital admission. The service had 6 beds available for people discharged from hospital with a positive Covid-19 status.

We found the following examples of good practice.

- The service had identified a dedicated unit to support people safely who were admitted to the service with Covid-19. Access to and from this unit was separate from the rest of the home. A cohort of staff would work in this unit to minimise the risk of transmission.
- A Covid 19 screening questionnaire was required for all visitors, to complete upon entry, hand washing facilities and hand gel were in place to comply with the required guidance.
- People using the service were not receiving visitors at the time of the inspection as an additional precaution to protect people. However, other methods of contact were encouraged, for example, video and telephone calls.
- Enhanced cleaning schedules included regular cleaning of touch areas such as handrails and door handles. This reduced the risk of cross infection.
- People were supported to remain active through live streamed activities via smart televisions. Games, puzzles and daily newspapers were available to everyone using the service.
- To reduce the risk of infection transmission, staff no longer worked across different units and when they arrived at work, they then changed into their uniforms. Staff had received additional training in infection prevent and control and the use of PPE.
- If agency staff were needed the service used two regular agencies and regular staff from these agencies, who were risk assessed and received testing weekly.
- Staff and people living in the service accessed regular testing for Covid-19. This meant action could be taken swiftly if anyone developed symptoms or had a positive test result.
- The infection prevention and control policy was up to date. People and staff had risk assessments in place to identify their individual risks associated with Covid-19. This meant protective measures could be put in place to keep people and staff safe.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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?

Inspected but not rated

No ratings were awarded following this inspection. This was a thematic review seeking to identify examples of good practice in infection prevention and control.

Queensferry Court 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 26 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.