

## Cloverfields Care Limited

# Cloverfields

### Inspection report

Chester Road  
Whitchurch  
Shropshire  
SY13 4QG

Tel: 01948667889

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20 January 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

Cloverfields is a nursing home providing personal and nursing care to people aged 65 and over at the time of the inspection. The service can support up to 35 people and at the time of the inspection 19 people were living at the home.

We found the following examples of good practice.

- People were supported by staff who worked solely at the home. Where possible, people were supported specifically by allocated staff to reduce movement of staff between residents.
- External contractors who were required to undertake essential work at the home wore Personal Protective Equipment (PPE) in line with current guidance, were not permitted to work elsewhere and were included in the home testing programme.
- People were supported to engage in socially distanced one-to-one activities which helped to promote their positive social and emotional wellbeing. The activities programme had been adapted to ensure compliance with current guidance and was now spread across two rooms to limit the number of people involved in each activity.
- People were provided with their own equipment such as pens for colouring in to limit swapping and sharing and reduce the risk of transmission of infection.
- People who were at disproportionate risk of Covid-19 were identified through the implementation of a 'persons under monitoring' form which was added to their daily notes to ensure they had an increased level of observation.
- People were supported by staff who wore PPE in line with current guidance.
- People were supported by staff to communicate where the use of PPE caused barriers. Where a person had a hearing impairment, staff used a white board to support them with communication.
- Furniture, soft furnishings and carpets in the home had been replaced by materials that reduced the risk of transmitting infection.

## 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.

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## **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 20 January 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 making sure infection outbreaks can be effectively prevented or managed.

We were not fully assured that the provider was promoting safety through the hygiene practices of the premises as whilst the home appeared clean and hygienic, cleaning schedules were not always signed to evidence they had been complied with. Audit checks in place regarding cleaning schedules were also not robust enough to identify if schedules had been complied with. The provider addressed this immediately by implementing new documentation and added cleaning schedule checks to the daily registered manager walk around.

We were not fully assured regarding the provider's infection prevention and control policy as this was not up to date. The provider identified this to us following the inspection and gave assurances that this would be reviewed and updated.

We have also signposted the provider to resources to develop their approach.