

Four Seasons 2000 Limited

The Triangle

Inspection report

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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

The Triangle is a care home registered to provide accommodation, personal and nursing care to up to 25 older people. There were 22 people living at the service at the time of the inspection.

We found the following examples of good practice.

The provider had sufficient stock of appropriate personal protective equipment (PPE) which complied with the quality standards.

Staff participated in various training sessions around infection control and using PPE. Staff's competency around infection control and PPE was checked regularly to prevent staff complacency. There were designated areas for donning/doffing PPE. There was signage all over the service on donning and doffing PPE and hand gel was visible in all required areas, including for visitors. We observed staff putting on and taking off PPE as per guidelines

A visiting suite had been created to safely facilitate relatives' visits on a pre-booking basis. A limited number of visitors was encouraged with consideration given to allow time for disinfecting the area in between visits. All visitors had their temperature taken and completed a lateral flow test for COVID-19.

On arrival to the service, infection control procedures were explained to any visitors and a declaration form completed which included the temperatures taken at the time. Visitors were provided and required to wear the appropriate PPE in line with government guidelines.

The provider used technology to maintain effective communication between people and their families. This included video calling and sharing updates.

The provider had robust systems to ensure safe admissions, including only allowing new admissions after a confirmed negative result of the Covid-19 test. The provider had also assessed the environment, with consideration given where to allocate people should they need to isolate.

An additional cleaning schedule had been introduced to ensure robust measures to reduce infection risks, including additional tasks such as cleaning of any regular touchpoint surfaces. The provider participated in the Covid-19 regular testing programme for both people and staff.

Impact assessments to ensure appropriate support for staff had been carried out, these included individual health conditions and personal circumstances. Staff had access to dedicated counselling and advice if they been affected directly or indirectly by Covid-19.

Additional, regular communication took place. This included a weekly update for people and their relatives to share the current 'Covid-19 status' of the service and any changes to the visiting policy. Also, a regular

newsletter for staff with updates and thanks for their work and commitment to keeping people safe

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 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 29 January 2021 and was announced. The service was invited to take part in this thematic review which is seeking to identify examples of good practice in infection, prevention and control.

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.
- 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.