

Care UK Community Partnerships Ltd

Knebworth Care Home

Inspection report

59 London Road
Woolmer Green
Knebworth
Hertfordshire
SG3 6JE

Tel: 03333218602

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18 March 2021

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30 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Knebworth Care Home is a 'care home' providing accommodation and personal care. It is registered to provide a service for up to 71 people. The service was supporting 52 people at the time of the visit.

We found the following examples of good practice.

- People were chatting and engaging with staff and this was not impacted by staff wearing masks. The activities organiser was providing support to help prevent loneliness and boredom for people.
- Information was displayed about COVID-19 giving clear and accessible advice.
- The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID-19. This included if a person who was isolating was unable to have their door closed. Control measures were put in place.
- The home was clean and there was cleaning ongoing during our visit.
- People were in cohorts on their units and considered communal areas as part of their home. Staff only worked on their allocated units and they had separate entrances and exits to the home and allocated lifts.
- There was a visitor's pod for use when visits were permitted. This was separate to the home to help promote people's safety. There was also regular virtual contact with friends and family.
- The home was considered to be in an outbreak at the time of inspection due to people who had attended hospital testing positive, so visitors were stopped for 28 days in line with national guidance. However, the home managed the outbreaks well and maintained strict processes to minimise the risk of others being affected.
- When people tested positive for COVID-19 they had to isolate in their rooms, for a set period of time. Staff were clear on what it meant to isolate and what symptoms of COVID-19 to look out for. People returning from hospital or those new to the home had to isolate for 14 days. Where this was not possible, for example for someone who would be at increased risk to have their door fully closed, a risk assessment was completed.
- Staff had received training on putting on and taking off personal protective equipment (PPE), infection control and COVID-19. They told us they felt very supported and had enough information to do their jobs.

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

Knebworth 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 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 18 March 2021 by one inspector. We gave five minutes notice so we could clarify the services COVID-19 Personal Protective Equipment (PPE) practice for visiting professionals and identify persons who were shielding so we could respond accordingly.

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's infection prevention and control policy was up to date.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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 promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider was using PPE effectively and safely.