

Quantum Care Limited

Elizabeth House Residential Care Home

Inspection report

Elizabeth Close
Welwyn Garden City
AL7 2JB

Tel: 01707338821

Date of inspection visit:
20 January 2021

Date of publication:
08 February 2021

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

Elizabeth House Residential Care Home is a purpose built 'care home' registered to provide accommodation and personal care for up to 60 older people, some of whom may live with dementia.

We found the following examples of good practice.

- The service was receiving professional visitors with robust infection control procedures in place. Visitors were health screened and had their temperatures checked by on arrival. Handwashing facilities and alcohol gel were made available and all visitors were required to wear personal protective equipment (PPE).
- The service had taken steps to alleviate the negative impact of the pandemic on people. Staff had provided a wide variety of in-house activities to support wellbeing and had supported telephone calls and videos calls with family and friends to maintain social contact. A social media page had been created which was shared with people, family and friends.
- Staff were provided with a designated preparation area on arrival to and departure from the unit. PPE donning and doffing stations were placed throughout the service, with ample PPE supplies available. Staff were seen to be maintaining social distance and adhering to the PPE guidance and protective measures in place.
- The service was clean and hygienic. Robust cleaning schedules were in place, which were methodically completed throughout the service. Senior staff completed daily checks and 'walkarounds' of the building, alongside regular infection prevention and control audits. Action was promptly taken to address any issues identified.
- Risks to people and staff in relation to their health, safety and wellbeing had been thoroughly assessed. There was a comprehensive support package for staff in place which included provision of training, uniform and laundry service, regular support and supervision sessions, access to a wellbeing service and financial assistance should they become unwell.
- The provider had developed a package of policies and procedures in response to the coronavirus pandemic.

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

Further information is in the detailed findings below.

Elizabeth House Residential 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 20 January 2021 and was unannounced.

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.