

# Quantum Care Limited

# Garden City Court

## Inspection report

Whiteway  
Letchworth Garden City  
Hertfordshire  
SG6 2PP

Tel: 01462473100

Date of inspection visit:  
22 January 2021

Date of publication:  
10 February 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Garden City Court is a 'care home' providing accommodation and personal care. It is registered to provide care for up to 75 people. The service was supporting 64 people at the time of the visit.

We found the following examples of good practice.

Staff were seen and heard to be engaging well with people. Staff told us, they frequently checked on people isolating in their rooms to ensure their health needs were met.

People's emotional and physical care needs were met by staff due to increased staffing levels to support staff to spend sufficient time with people when needed.

The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID 19.

People who were in the higher risk groups were shielded throughout the pandemic.

When people tested positive for COVID-19 they isolated in their rooms for 14 days. Staff were aware of the impact on people with isolating and supported them to maintain their well-being.

Staff were aware of the symptoms of COVID -19 and were trained to use specialist equipment to monitor symptoms.

Staff had received additional training with how to put on and take off PPE, infection control and COVID 19.

Staff told us they felt very supported by managers and their colleagues. They told us they felt they received good support from the registered manager.

The registered manager worked in partnership with local health authorities to manage infections in the home. They had an established network in place and used this appropriately when needed.

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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Garden City Court

## **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 22 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 shielding and social distancing rules were being complied with.
- We were assured that people had been admitted into the service safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the layout of premises, use of space and hygiene practice promoted safety.
- We were assured that staff training, working practices and staff deployment helped to minimise the transmission of the infection and manage a recent outbreak.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was using PPE effectively and safely and had sufficient stocks. However, we noted that PPE stored outside people's rooms who were isolating, on one unit were stored in cardboard boxes. This made it more difficult to keep clean and sanitised. We signposted the registered manager to develop their approach.