

Mears Extra Care Limited

Norton Court

Inspection report

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Date of inspection visit:
15 February 2022

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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

Norton Court provides care and support to older people living in specialist 'extra care' housing. Extra care housing is purpose-built or adapted single household accommodation in a shared building. The accommodation is rented and is the occupant's own home. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for extra care housing; this inspection looked at people's personal care and support service. At the time of our visit 22 people were using the service.

Personal protective equipment (PPE) was available at the entrance of the service and there were signs around prompting visitors to use them. Hand sanitizers were also available for use. Staff used PPE appropriately. Relatives of people visited people using the service as they wished in line with current national guidelines which included regular visits from their relatives. Staff requested to see COVID-19 test results from healthcare professionals visiting people.

Staff had received infection control training and they understood the procedures for donning and doffing PPE. Used PPE were disposed appropriately and safely. The registered manager told us they used observation and supervision to check if staff were following procedures. There were housekeepers available maintaining the cleanliness and hygiene of the building. The provider had appropriate infection prevention and control policies and procedures in place which staff understood and followed.

People and staff were routinely tested for COVID-19, in line with national guidelines. They had also been vaccinated. Infection control audits took place regularly. People were supported to isolate if they tested positive or showed symptoms of COVID-19 in line with government guidelines. Staff also isolated if they tested positive to COVID-19.

The registered manager worked closely with the local authority's Public Health team and followed guidance provided to manage any risk. There were enough staff to support people.

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

Norton 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 15 February 2022 and was announced/unannounced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.