

# Care UK Community Partnerships Ltd

# Ventress Hall Care Home

## Inspection report

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Date of inspection visit:  
29 January 2021

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10 February 2021

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

Ventress Hall Care Home is a residential care home for up to 106 people who require nursing or personal care. Some people who use the service were living with dementia. The home is set over three floors, situated in its own grounds, with two enclosed garden areas. Ventress Hall has a range of communal areas for people and their relatives to use. There were 71 people using the service at the time of our inspection.

We found the following examples of good practice.

- Systems were in place to prevent visitors from spreading and catching infection. Only essential visits could take place at the time of inspection and risk assessments were in place for these. There was a thermal imaging camera at the point of entry into the building which recorded temperatures of visitors and staff.
- The home had effectively implemented isolation, zoning and cohorting measures. People who had tested positive for COVID-19 were isolated in their rooms. Staff were allocated to one unit of the home wherever possible to reduce the risk of cross infection. People were supported by staff to maintain social distancing.
- The home had sufficient supplies of personal protective equipment (PPE). All staff were observed to be wearing appropriate PPE and were bare below the elbow. Fully stocked PPE stations and hand sanitisers were located throughout the home. Foot operated pedal bins were used to dispose of worn PPE.
- People were tested on a monthly basis or sooner if they displayed symptoms of COVID-19. Where people lacked capacity, best interests decisions were in place. Dementia friendly signs were on the wall which explained to people why staff were wearing masks.
- The home was clean, tidy and well ventilated. Windows were open wherever possible. The home had a robust cleaning schedule in place which included additional cleaning of frequently touched areas such as door handles. The home had a fogging machine which assisted the home with deep cleaning.
- Management supported the wellbeing of staff. Staff had access to wellbeing resources including a wellbeing contact. Management informed us that staff had worked hard and pulled together as a team throughout the pandemic.
- The home had comprehensive and up to date infection prevention and control (IPC) policies in place. Staff had completed IPC and hand hygiene training. Management carried out daily walkarounds to ensure staff compliance with the home's policies.

## 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**

# Ventress Hall 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 29 January 2021 and was announced.

## 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.