

Langley House Trust

The Knole

Inspection report

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Tel: 01242526978

Date of inspection visit:
18 February 2021

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08 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

The Knole is a care home. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The Knole is a residential care home providing care and support to 14 people at the time of the inspection. The service can support up to 15 people in one adapted building.

We found the following examples of good practice.

- During a recent COVID-19 outbreak in the service, the provider followed their contingency plan for an outbreak to ensure people were supported by adequate numbers of staff.
- Staff ensured the service was regularly cleaned and the environment was adequately ventilated. Increased cleaning hours had been introduced since the start of the pandemic. Cleaners now worked seven days a week.
- Staff and people had been tested for COVID-19 in accordance with national guidance.
- Staff used the Personal Protective Equipment (PPE) provided appropriately.
- Arrangements had been made for visitors to be screened before entering the care home.
- A room had been made available for staff to change clothes at the start and end of each shift and for the facilities for the donning and doffing of PPE.
- People were supported to remain occupied when they had to isolate in their rooms after testing positive for COVID-19
- Staff were supported both financially and emotionally when working through the outbreak or when they had to isolate at home.
- The most recent audit has resulted in plans for a gazebo to be built in the garden to support the resumption of visiting.
- Managers and senior staff were supported through regular communication with peers in the provider organisation.
- Staff were provided with regular updates and guidance on working during the pandemic.

- Information was made available in a suitable format for people using the service to help them understand changes in response to the pandemic.
- Lessons were learned from how an outbreak of COVID-19 was managed at another service operated by the provider.

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.

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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 February 2021 and was announced.

Is the service safe?

Our findings

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.