

Abdul Khan

# The Branches

## Inspection report

Springwell Road  
Quorn  
Jarrow  
Tyne and Wear  
NE32 5TQ

Tel: 01914891208

Date of inspection visit:  
11 November 2020

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23 November 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Branches provides accommodation for up to 24 people who require support with personal care, some of whom are living with dementia. 16 people were using the service at the time of the inspection.

We found the following examples of good practice:

- Appropriate measures were in place at the entrance and inside the home to prevent visitors from spreading infection. All visitors were required to wear appropriate personal protective equipment (PPE).
- Social distancing rules were being complied with. Some minor changes had been made to the layout of furniture to encourage and support social distancing.
- National guidance was followed on the use of PPE. Staff had undertaken additional training and there was clear signage throughout the home on the correct use of PPE and handwashing techniques.
- Additional cleaning was taking place including of frequently touched surfaces. Infection control audits were regularly carried out.
- Staff supported people's social and emotional wellbeing. Family members had been able to visit their relatives safely but local visiting restrictions were in place at the time of the inspection. People were supported to keep in touch with their family members via video or telephone calls.
- The registered manager ensured staff were fully supported to maintain their wellbeing. The registered manager kept up to date with the latest guidance and ensured this was communicated to staff.

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?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# The Branches

## **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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 11 November 2020 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 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.