

PJ Care Limited

Eagle Wood Neurological Care Centre

Inspection report

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18 January 2022

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Eagle Wood Neurological Care Centre accommodates up to 105 people. The service provides accommodation within four units for people who have high dependency complex care, people in need of neurological rehabilitation, and people who are living with long term neurological conditions and early onset dementia. There were 103 people living at the service at the time of this inspection.

We found the following examples of good practice.

The provider ensured current guidelines in relation to COVID-19 were being followed by staff and visitors to reduce the risk of infection. This included comprehensive checks for staff and visitors when they arrived at the service.

The service was clean and fresh. Housekeeping staff ensured that all high touch points, such as door handles, were cleaned frequently, and deep cleaning took place on a regular basis. The service layout meant that staff could work on one unit, rather than across the service. Posters advised how many people could safely meet in small rooms. Staff had training in infection control and the use of personal protective equipment (PPE). The provider had maintained an ample supply of PPE. We saw staff using PPE correctly. This helped reduce the risk of cross contamination.

Staff told us the provider and registered manager supported them well. Staff felt safe working at the service during the outbreak. The provider had completed risk assessments to help ensure the people using the service and staff stayed safe.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

Eagle Wood Neurological Care Centre

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 14 January 2022 and was announced. We gave the service one days' notice of the inspection.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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.

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.
- During a COVID-19 outbreak the provider did not allow any visitors, including essential care givers (ECGs), to enter the home for a 10-day period unless the person was receiving end of life care, was unwell, or the lack of visit would be detrimental to the person's well-being. This was not in line with guidance at that time. During our inspection we were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.