

Quantum Care Limited

# Garden City Court

## Inspection report

Whiteway  
Letchworth Garden City  
Hertfordshire  
SG6 2PP

Tel: 01462473100

Date of inspection visit:  
06 January 2022

Date of publication:  
10 March 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Garden City Court is a 'care home' registered to provide accommodation and personal care for up to 75 older people. At the time of this inspection 65 people were living at the service.

We found the following examples of good practice.

Due to being in continued outbreak, restrictions were in place around visitors, however there continued to be robust infection control procedures in place. Visitors wore personal protective equipment (PPE) undertook testing for COVID-19 and verified their COVID-19 vaccination status.

Risks to people and staff in relation to their health, safety and wellbeing had been assessed. There was support for staff in place which included training, guidance and access to additional support at provider level.

Staff received training in relation to COVID-19 to enable them to immediately instigate full infection control measures when people tested positive or showed symptoms.

All staff working at the service had been fully vaccinated against COVID-19 or had declared themselves medically exempt. The provider had introduced a process to ensure that staff met the vaccination requirements and had provided evidence to their satisfaction. Those staff in high risk groups such as BAME, clinically 'extremely vulnerable' had been assessed and actions in place to mitigate risks.

## 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**

# Garden City 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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.

This inspection took place on 06 January 2021 and was unannounced.

After our visit to the service we reviewed further documentation and in response to our findings on 10 January 2022. We provided feedback to the registered manager and providers representative on 12 January 2022.

# 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 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 promoting safety through the layout and hygiene practices of the premises.
  - We were assured that the provider's infection prevention and control policy was up to date.
- We were somewhat assured that the provider was accessing testing for people using the service and staff. The service was engaged with routine testing for COVID-19. However, testing, known as 'whole home testing' conducted during an outbreak, was not being completed within the required timescales. The provider took action to address this.
- We were somewhat assured that the provider was meeting shielding and social distancing rules. People were seen to be sat in communal areas within close proximity of each other increasing the risks of transmission. Dining areas and communal areas were not set out to promote social distancing. The provider took action to address this.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Staff rooms were cluttered with worn uniforms hung on coat racks with staff outdoor wear hung over them. Staff were provided a locker but, in many cases, had not used these to minimise the risk of contamination of their clothing. The provider took action to address this. In addition, the service had been in consistent outbreak since November 2021. The provider had not supported the registered manager to identify potential causes of the continued outbreak until our inspection.

We have also signposted the provider to resources to develop their approach.

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.

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures. However, the business continuity plan did not address the absence of the registered and deputy manager. The provider took action to address this.