

Acer Healthcare Operations Limited

# Appletree Court Care Home

## Inspection report

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11 March 2021

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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

Appletree Court Care Home is a care home that is registered to provide nursing and personal care for up to 77 people. At the time of inspection, 68 were using the service.

We found the following examples of good practice.

- The provider had developed new ways of recording observations about people's health which were shared with healthcare professionals in advance of appointments. This had reduced the need for external visitors to the home, and had facilitated smooth virtual consultations with healthcare professionals.
- The provider was following best practice guidance in terms of ensuring visitors to the home did not introduce and spread Covid-19. They had a visitors' code and visitors' policy that family members and other visitors had to sign and adhere to. The home were not currently accepting family visitors due to a recent outbreak. Visiting was due to start again at the end of March 2021. A system of allocated time slots was developed for family visiting which would ensure visitors to the home were minimised.
- The provider had installed a thermo-imaging camera at the entrance to the home. This took the temperature of all who entered the home and emailed the results to the staff team. The camera also alerted staff when a person entering the home was not wearing a face covering.
- Information and instructions for visitors were clearly displayed and explained by the receptionist upon arrival. Our observations during the inspection confirmed staff were adhering to Personal Protective Equipment (PPE) and social distancing guidance. Infection prevention posters were clearly displayed within each unit of the home.
- The provider had a detailed admission process which included a Covid-19 assessment. The provider liaised with the local hospital for all admissions and requested that a Covid-19 swab test be carried out before discharge from hospital. A room was allocated before arrival and new residents were required to isolate for 14 days. The provider communicated with family members throughout this period.
- The provider had set up donning and doffing PPE stations across the care home.
- Staff had been appropriately trained in the use of PPE and infection control processes.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

## 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**

# Appletree Court 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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 11 March 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.