

Barchester Healthcare Homes Limited

Chester Court

Inspection report

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Northumberland
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11 June 2021

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25 June 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Chester Court is a residential nursing home providing personal and nursing care to 41 people. At the time of the inspection there were 27 people living at the home.

Chester Court is a purpose-built nursing home providing accommodation over two floors. All rooms have en-suite facilities. There are a number of communal dining areas and lounge facilities.

People's experience of using this service and what we found

The provider had a robust infection prevention control process in place. This included staff wearing appropriate PPE and adhering to government guidance regarding its use and disposal. Staff were confident regarding the level and types of PPE they should wear whilst carrying out various tasks within the home. The provider checked staff consistently followed guidance through daily observations and discussions with staff.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk.

Rating at last inspection

The last rating for this service was requires improvement (published 10 December 2020).

Why we inspected

This inspection was carried out to follow up on action we told the provider to take at the last inspection.

We undertook this targeted inspection to check the provider had sustained their level of improvement following our targeted inspection on 29 December 2020. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

CQC have introduced targeted inspections to follow up on specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Chester Court

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

This was a targeted inspection to check the provider had acted following our last inspection to make the agreed improvements to people's safety and welfare.

Inspection team

One inspector carried out this inspection.

Service and service type

Chester Court 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 service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. In addition, we reviewed information the provider sent us following the last inspection of the location. We also sought feedback from the local authority. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with two people who used the service and five staff including the registered manager. We reviewed a range of records to enable us to check on the provider's progress with completing the action plan developed following the last inspection.

After the inspection

We reviewed the information from the inspection to validate the evidence found.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check if the provider had maintained their progress with the action plan implemented following our inspection of 19 and 20 November 2020 and a further targeted inspection of 29 December 2020. We will assess all of the key questions at the next comprehensive inspection of the service.

Preventing and controlling infection

- Systems to support robust infection prevention control procedures (IPC) were now fully embedded into the registered manager's daily oversight of the service.
- Staff wore appropriate PPE and could explain the types of PPE they were required to wear for any given task. Staff were also able to tell us how they would 'put on and take off' their PPE.
- Posters were displayed in corridors and bathrooms throughout the home, to support and remind staff to follow IPC procedures. In addition, the registered manager had introduced IPC as a standard agenda item at daily staff handover meetings. The registered manager and deputy manager also carried out competency observations to ensure staff wore the correct PPE and disposed of their used PPE safely.
- Hand sanitisers were available throughout the ground floor of the building. However, additional sanitisers were needed on the first floor. The provider took immediate action to address this issue and agreed to source wall mounted holders.
- The environment was very clean, and windows were open throughout the building. We spoke with the head housekeeper who told us, "There is myself and four other cleaners who constantly clean throughout the day. We are also recruiting for another cleaner."
- The provider has robust systems to ensure visitors could access the home safely.