

Black Swan International Limited

Potton View

Inspection report

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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

Potton View is a residential care home providing accommodation and personal care to 16 older people at the time of the inspection. The service can support up to 31 people in one adapted building all on one level.

We found the following examples of good practice.

There was a purpose-built visiting pod in place with a clear screen to separate visitors from people. Visitors, one or two people only, could visit their family member/friend by appointment using this pod. Entrance and exits for visitors to this pod was a different door to the main entrance to the home via the garden. These visits were currently suspended. Phone calls and video calls were also available to people to stay in contact with friends and family. These calls were by appointment to make sure everyone had their fair share of contact with relatives and friends.

On arrival into the building, a health or social care visitor must wait to enter, they will then sign in (track and trace), sanitise their hands and have their temperature checked. They also must answer a health declaration around COVID-19. There may be a request to take a COVID-19 lateral flow test. Personal Protective Equipment (PPE) would be made available if they didn't have any.

Hand sanitiser facilities were available at the entrances, exits and corridors throughout the home.

Posters were on display to prompt social distancing, COVID-19, handwashing etc. People at the home were communicated to re COVID-19 restrictions and updated via a letter. Information could be provided to people in different formats such as large print to aid with their understanding.

Post to the home was set aside for 72 hours to prevent cross contamination.

Chairs in communal areas such as the dining room had been spread out to promote social distancing. Staff were asked to socially distance when on their break and staff breaks were staggered to promote this. The building could be zoned into different areas should an outbreak occur. An area had been currently kept free should the need emerge.

People had their temperature checked twice a day and staff had their temperature checked just before they started their shift. People were swab tested every 28 days. Staff were swab tested every seven days and would then be lateral flow tested when they arrived on shift.

There was an infection control champion within the home. Staff were checked to ensure they were handwashing in line with their training using ultraviolet lights. Wave wash machines had been installed to count down 20 seconds when staff and people were handwashing to promote good infection control practices.

The home looked clean. A housekeeping staff member was observed cleaning frequently touched areas such as computer keyboards, chairs, table tops, handles and furniture. Communal areas were uncluttered to aid with effective cleaning.

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

Potton View

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 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 19 January 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.