

Linkside Services Limited

# Collingwood Care Home

## Inspection report

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19 January 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

Collingwood is a care home which provides accommodation and personal care for up to 26 older people. Twenty people were living at the service at the time of our inspection.

We found the following examples of good practice.

- Visitors received updates and guidance before coming to the service to ensure they understood how they were protected and what was expected of them. Consideration had been given to maintaining high standards of infection prevention and control. For example, increasing cleaning schedules, removing soft furnishings and keeping rooms well ventilated where possible.
- Visits had been suspended at the time of our inspection. Visits were very important to many people, and these had previously been well planned to reduce risk and the spread of infection. When visits in person were not possible, people had been supported to keep in contact with friends and family using letters, phone and video calls. The management team provided regular updates to families on their loved one's wellbeing.
- Additional visits had been arranged over the Christmas period to ensure families could maintain contact with their loved ones. Gifts were quarantined before being given to people to support effective infection prevention and control.
- Businesses and people from the local community had been supportive towards the service throughout the pandemic. This included neighbours and local shops delivering food and other items on a regular basis.
- When people were admitted to the service, this was carefully planned, and guidance was followed to keep people safe and reduce the potential for transmission of infection. This included people having a negative coronavirus test before coming to the service, using a direct entrance to access their room, and isolating for 14 days on arrival. People and their families fully understood the need for these measures.
- Staff had undertaken additional training to ensure they provided safe care and were skilled in supporting people if they became unwell with coronavirus. They were competent in following guidance about infection control procedures such as hand washing and using PPE. Staff were motivated and committed to providing a high quality, safe service to the people who lived at Collingwood Residential Home.

## 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**

We were assured that people were protected by the prevention and control of infection.

# Collingwood 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider had in place.

This inspection took place on 19th 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.