

Crown Care IV Limited

Windsor Court

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

About the service

Windsor Court is a residential care home providing personal and nursing care for up to 44 people. At the time of our inspection there were 32 people living at the service. People's bedrooms were arranged over three floors with communal lounges and dining areas on each floor. Care was provided to older and younger people, who were being supported with their physical or mental health needs.

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

Systems were in place to safeguard people from the risk of harm or abuse. The registered manager dealt with and responded to all safeguarding concerns.

Staff knew how to identify if people were at risk of harm or abuse and what actions they needed to take should they suspect abuse was taking place. Staff we spoke with felt confident that actions would be taken by the registered manager or deputy to address any concerns raised.

People were protected by the prevention and control of infection. Staff had received training in the appropriate use of PPE and were able to correctly explain how they put it on and took it off.

Arrangements were in place in line with national guidance, to ensure relatives, friends and others were prevented from spreading infection when visiting the home.

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 good (published 18 January 2019).

Why we inspected

The inspection was prompted in part due to concerns received about infection control and safeguarding people. A decision was made for us to inspect and examine those risks. We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them.

CQC have introduced targeted inspections to follow up on Warning Notices, breaches of Regulations or to check 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.

The overall rating for the service has not changed following this targeted inspection and remains good.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection 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 good. 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

Windsor Court

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check if people were protected from the risk of harm or abuse and to review infection prevention and control practices.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Windsor 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.

Notice of inspection

We gave a one-hour period notice of the inspection to ensure we were able to access the service safely.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service.

We sought feedback from the local authority and professionals who work with the service and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England.

We used all of this information to plan our inspection.

During the inspection-

We spoke with eight members of staff including the regional manager, registered manager, care workers and housekeeping. We observed staff using PPE.

We reviewed a range of records. This included a variety of records relating to the management of the service, including policies and procedures, safeguarding information and information on the safe management of infection control.

After the inspection

We continued to seek clarification from the provider to validate 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 good. 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 systems were in place to protect people from the risk of harm or abuse and to ensure appropriate infection prevention and control practices were followed. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- Systems were in place to protect people from the risk of harm or abuse. The registered manager raised safeguarding alerts to the appropriate agencies in a timely manner.
- Staff had the knowledge and confidence to report safeguarding concerns to keep people safe.
- When people had accidents or incidents these were recorded and monitored to identify and emerging trends or patterns.

Preventing and controlling 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.

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