

Chimnies Limited

Chimnies Residential Care Home

Inspection report

Chimnies
Stoke Road, Allhallows
Rochester
Kent
ME3 9PD

Tel: 01634270119

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03 November 2020

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25 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Why we inspected

We undertook this targeted inspection to check infection control and prevention measures in place at the service. The overall rating for the service has not changed following this targeted inspection and remains Requires Improvement.

CQC have introduced targeted inspections to follow up on a Warning Notice or other 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.

About the service

Chimnies Residential Care home is a care home providing personal care for up to 29 older people. Some people at the service were living with dementia. The service was provided in one adapted building in a rural residential area. People had access to a garden and patio area with countryside views to enjoy when the weather was suitable.

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

People had been given information to help them understand the changes which had occurred due to the pandemic. Changes included staff wearing personal protective equipment (PPE), such as masks and aprons and the importance of people social distancing.

Some people were living with dementia and liked to walk around the service. Staff were vigilant in ensuring social distancing was maintained. They described how they did this in an individual and gentle way, whilst maintaining people's dignity.

We observed staff using PPE appropriately. There were PPE 'stations' around the service to ensure PPE was available when needed.

The registered managers were following advice and guidance from other agencies about infection control and prevention and had updated staff practice accordingly.

Further information is in the detailed findings below

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

Chimnies Residential Care Home

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.

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 practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 3 November 2020 and was unannounced.

Inspection team

The inspection was carried out by one inspector.

Service and service type

Chimnies Residential Care Home 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.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. We used all of this information to plan our inspection.

During the inspection

We spoke to one of the two registered managers, a member of the care staff team and one person who used the service. We also looked at the communal areas of the service.

Is the service safe?

Our findings

We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check infection control measures and practices. We will assess all of the key question at the next comprehensive inspection of the service.

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.