

Mrs K Peerbux

# Carlton House

## Inspection report

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01 February 2021

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### 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

Carlton House is a residential home providing care to six people aged 65 and over at the time of the inspection. The service can support up to 10 people.

We found the following examples of good practice.

National guidance was followed on the use of personal protective equipment (PPE). The service had good supplies of PPE and stations were in place to ensure staff had access to PPE in a safe and accessible area.

Staff monitored people for signs and symptoms of COVID-19, and appropriate processes were in place should anyone display any symptoms of COVID-19. Staff maintained social distancing where possible and encouraged people to remain socially distanced.

At the time of our visit the service was closed for non-essential visitors. A visitor's protocol was in place to ensure anyone entering the service received a lateral flow coronavirus test prior to entry, was temperature tested and provided with PPE to remain safe during their visit.

Staff supported people's social and emotional wellbeing. People who used the service were supported to maintain contact with their families and friends through phone and video calls.

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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Carlton House

## **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 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 1 February 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.