

Warmest Welcome 2 Limited

The Crest Care Home

Inspection report

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25 March 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

The Crest Care Home is a residential care home providing personal care for up to 31 older people, some people may be living with dementia. The care home was supporting 23 older people at the time of this inspection.

The care home was a large building that had been extended and adapted to meet people's needs. There were bedrooms over two floors, serviced by a lift.

We found the following examples of good practice.

People and staff were regularly tested for COVID-19. All visitors were tested, screened for symptoms and provided with Personal Protective Equipment (PPE). Trained staff carried out testing in a designated area within the home.

The care home had a separate COVID-19 positive area within the building for use during outbreaks. Specific staff would be allocated to work in this area if there was an outbreak. This was to reduce the risk of transmission to other people living in the service.

New people admitted to the service were tested and supported to self-isolate in line with government guidance.

Staff had received training on infection, prevention and control, COVID-19 and correct use of PPE. Staff received more frequent supervisions to discuss and address COVID-19 specific information.

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

The Crest 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 the COVID-19 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 25 March 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 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 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 were somewhat assured that the provider was meeting shielding and social distancing rules.

We asked the provider to review the layout of communal areas to encourage social distancing for people who may not fully understand the risk of COVID-19.

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.

We asked the provider to review guidance in place for people to ensure it contained relevant details about how staff can reduce risk.

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