

Croft House Care Home Limited

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Inspection report

Main Road
Eastburn
Keighley
West Yorkshire
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Tel: 01535654989

Date of inspection visit:
17 August 2020
27 August 2020

Date of publication:
24 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Croft House is a residential care home close to Keighley. It provides personal care for up to 29 people aged 65 and over.

We found the following examples of good practice.

- There have been no positive cases of COVID 19 in the service during the pandemic.
- Good controls were in place which ensured anyone entering the service did so safely. Detailed COVID 19 information was posted outside advising visitors of procedures. On entry each person's health and temperature was checked and, if safe to proceed, full hand washing/sanitising and donning of PPE took place.
- People had been included in staff infection control training to help them understand and become less anxious of staff wearing PPE.
- The service is in local lockdown and currently closed to visitors. However, prior to lockdown outside visiting had taken place in a marquee with separate entrances; one for people and staff, the other for relatives. Perspex screening was in place which allowed people to sit opposite one another yet remain shielded. A microphone enhanced communication for people with a hearing loss.
- Staff supported people to stay in contact with relatives and friends via video calling.
- There was an increased focus on providing meaningful activities to engage people which had reduced levels of anxiety. Additional staffing hours were provided to ensure people had regular contact, especially when isolating in their rooms.
- Enhanced cleaning schedules include the use of a specialist sanitiser machine which is certified COVID effective and used to deep clean and sanitise rooms.

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?

We were assured the service was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

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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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 17 August 2020 and was announced. We interviewed the registered manager by phone and then visited the service on 27 August 2020. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.