

Care UK Community Partnerships Ltd

Davers Court

Inspection report

Shaker's Lane
Bury St Edmunds
Suffolk
IP32 7BN

Tel: 03333211982

Date of inspection visit:
29 October 2020

Date of publication:
27 November 2020

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

Davers Court is a purpose-built residential care home providing personal care for up to 60 people aged 65 and over. At the time of the inspection there were 56 people living in the service.

We found the following examples of good practice.

- There was a separate day centre attached to the service with internal access, which was currently closed for usual business. This was being used for relative visits so they could be managed safely and relatives given more opportunities to visit.
- The wellbeing of the people was improved by use of social media for such things as live art demonstrations and creating links to the provider's other home in the area, enabling people who used the services to keep in contact with each other. People sent cards they had made as a means of staying in touch with relatives.
- The staff team were innovative in their approach to enabling people to continue with activities that were important to them. For example, one person now walked the home's dog, with staff support, rather than walking to the shops which they had previously liked to do.
- The staff team felt supported by management, not only by being accessible but by showing their appreciation through such initiatives as 'gift of kindness', care package bags of food/items and competitions
- Staff showed a person who used the service how a COVID-19 test was done on herself as they were unsure and anxious. The person was reassured by this and was then happy to have the test.
- The management team felt supported as the planning, implementation of the pandemic plans were discussed with the Regional Director at weekly meeting with managers from other services so that lessons could be learnt
- To help ensure the privacy and dignity of the people who used the service was upheld, there were small picture cards on bedroom nameplates to indicate requirements. For example, picture of icicle for isolation, butterfly for DNACPR in place, so that staff could discretely see important information relating to the person.
- The staff team had a good understanding and practice for using personal protection equipment (PPE). 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 that this service met good infection prevention and control guidelines

Inspected but not rated

Davers Court

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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

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.

This inspection took place on 29 October 2020 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.