

Cooper Tarry Partners LLP

Elizabeth House

Inspection report

68 Island Road
Upstreet
Canterbury
Kent
CT3 4DD

Tel: 01227860516
Website: www.korsakovs-care.com

Date of inspection visit:
18 February 2021

Date of publication:
18 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Elizabeth House is a residential care home providing accommodation and personal care to up to 22 people most of whom are living with Korsakov's syndrome and had a history of alcohol dependence. There were 20 people living at the service at the time of inspection.

We found the following examples of good practice.

- People were offered constant reassurance and information about the pandemic to ease any anxieties and help them understand the measures in place. People's health conditions could impact their short term memory and staff took this into account when providing support.
- Staff had received training in the use of personal protective equipment (PPE) and used it in line with guidance. Some people chose to wear masks and they had access to a supply of masks for their use.
- The registered manager monitored the guidance issued and updated policies and procedures in line with any changes. Staff were made aware of changes via meetings and email alerts.

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

Elizabeth 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 the coronavirus 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 18 February 2021 and was announced.

Is the service safe?

Our findings

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.