

DEMA Residential Homes Limited

Priory Care Residential Home

Inspection report

11 Priory Road
Cottingham
North Humberside
HU16 4RR

Tel: 01482842222

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04 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

Priory Care Residential Home is a residential care home that provides support and accommodation for up to 38 people, some of whom may be living with dementia. At the time of the inspection, 17 people were using the service. The service is split into different units, each with their own communal areas, bathrooms and bedrooms with some having en-suite facilities.

We found the following examples of good practice.

The home was clean and tidy. Staff used appropriate cleaning products and regularly cleaned all areas of the home to help reduce the risk of infection. The provider had invested in maintaining the building and furniture was in good condition and easy to clean.

Safe visiting processes were in place. Visitor protocols were in place to ensure anyone entering the service received a lateral flow coronavirus test, was temperature tested and provided with personal protective equipment (PPE) to remain safe during their visit. The provider had invested in PPE training for visiting family and friends to ensure PPE was used safely when indoor visits commenced.

People were supported to maintain important relationships with their families and friends. This included phone and video calls and window visits. The provider had discussed visits with people and their families to ensure appropriate contact was maintained.

Social distancing was maintained, and people were admitted to the service safely. Isolation processes were implemented for people new to the service and if people displayed symptoms of COVID-19 or received a positive test result. Staff and people using the service were regularly tested for COVID-19.

Staff were trained in the use of PPE and used it appropriately. The provider regularly completed 'spot checks' to ensure staff had the relevant skills and knowledge for hand washing and PPE use.

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

Priory Care Residential 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 the Care Quality Commission'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 4 March 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.