

Akari Care Limited

Philips Court

Inspection report

Blubell Close
Sheriff Hill
Gateshead
Tyne and Wear
NE9 6RL

Tel: 01914910429

Date of inspection visit:
17 August 2022

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26 October 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Philips Court is a residential care home providing personal and nursing care to up to 75 people. Care is primarily provided for older people, some of whom are living with dementia. At the time of our inspection there were 68 people using the service.

We found the following examples of good practice.

Staff were confident and knowledgeable about government guidance and what visitors were required to do prior to entering the service.

Professional visitors and relatives were tested for COVID-19 at the service or provided a negative lateral flow test result that was less than 72 hours old.

Staff wore appropriate PPE and could explain what PPE to wear and how to safely put on/remove their PPE. PPE was available throughout the home and there were designated PPE stations. Staff followed government guidance to keep people safe.

The management team had effective systems in place to check that safe infection prevention and control processes were being followed by staff. The home was clean and supported social distancing guidance.

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

Philips 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 17 August 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.
- The provider was following government guidance in relation to visitors at the home and for people visiting out of it.
- People were encouraged to leave the service to visit relatives or access the local community. Risk assessments were in place to mitigate any potential risks relating to COVID-19.
- All professional visitors were required to provide a negative lateral flow test before entering the home.