

Burlington Care (Yorkshire) Limited

# Crystal Court

## Inspection report

Pannal Green  
Pannal  
Harrogate  
North Yorkshire  
HG3 1LH

Tel: 01423810627

Date of inspection visit:  
31 March 2021

Date of publication:  
21 April 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Crystal Court is a care home providing personal and nursing care to up to 60 people aged 65 and over, some of whom are living with dementia. At the time of the inspection, 46 people lived at the service. The service is set over two floors with three units.

We found the following examples of good practice.

An area within the home had been adapted to accommodate visitors, in line with current guidance. COVID-19 guidance for visitors was available in different languages to facilitate compliance.

The area used for staff breaks was large and well ventilated to reduce transmission.

Infection prevention and control (IPC) procedures were clear and followed by staff. All staff were trained in safe IPC practices.

A regular programme of testing for COVID-19 was in place for staff and people who lived in the service. There had been a good uptake of residents receiving the COVID-19 vaccine.

## 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**

# Crystal 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 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 31 March 2021 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 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 making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider's infection prevention and control policy was up to date.

We have discussed that the provider implement a COVID-19 risk assessment for all members of staff to identify any potential risks of transmission.

Risk assessments needed to be developed to ensure safe numbers of staff were occupying the staff room at any one time. The provider told us this would be completed.

The provider told us they would update their current COVID-19 visitors risk assessment following changes in government guidance.

We have also signposted the provider to resources to develop their approach.