

# Voyage 1 Limited

# Cote House

## Inspection report

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23 October 2020

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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

### About the service

Cote House is a care home providing accommodation and nursing care for up to 11 people. The accommodation is a large detached house in a residential area of Chippenham. People have their own rooms and there are communal areas such as lounges, dining areas and a large garden. At the time of our inspection there were nine people living at the service. One room at Cote House is for people to stay on respite care to enable their carer to have a break from their caring role.

### People's experience of using this service and what we found

Stocks of personal protective equipment (PPE) were available to use. Staff had been trained on how to use PPE and were checked to ensure they used it safely and competently.

During our inspection no visitors were permitted as there was an outbreak of COVID-19. Prior to the outbreak visiting had been taking place in the garden at the home.

People were living in an environment that was clean and staff cleaned high contact areas more regularly.

People and staff were tested for COVID-19 weekly. Staff were working in designated areas of the home and social distancing was being observed.

People were being supported by sufficient numbers of staff and no agency staff were being used. Staff supported people's wellbeing by making sure they kept in contact via electronic applications or the telephone.

The provider had reviewed their infection prevention and control policy during the pandemic and continued to carry out quality assurance monitoring.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Good (published 19 March 2019).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about management of infection prevention and control. We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Cote House

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about how the service was managing infection prevention and control. All inspections in care homes check on the infection control and prevention measures in place. This is so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

This inspection was carried out by one inspector and one public health specialist.

#### Service and service type

Cote House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection and information received from the local authority. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We used all of this information to plan our inspection.

#### During the inspection

We spoke with the registered manager about how they are managing at this time. We also observed how the

staff were working during the COVID-19 outbreak and looked at records relating to infection prevention and control.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data, quality assurance records and policy and procedures. We spoke with two people and four members of staff on the telephone about their experiences.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check on a concern we had about infection prevention and control. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- The service was closed to visitors at the time of our inspection as they were experiencing an outbreak of COVID-19. Prior to the outbreak visiting had been supported in the garden at the home.
- People's care plans had been updated to include an individual visitor plan which outlined which relatives were able to visit. All visitors were required to wear personal protective equipment (PPE). Additional checks such as checking visitors' temperatures and asking about any symptoms were also in place.
- The provider had made sure there were stocks of good quality PPE at the service. Systems were in place to stock check regularly in order to monitor usage and supplies.
- The registered manager told us they had no difficulty obtaining supplies and were aware of the local authority emergency supplies of PPE they could use if needed.
- Staff had been provided with training on how to use PPE safely. One member of staff told us, "We did a special online PPE training course, then we had to do a demonstration for the nurse, she checked us putting it on and taking it off and signed us off as competent."
- People and staff were tested weekly for COVID-19. When any people or staff received a positive result, they were supported to isolate for the required length of time.
- People were being supported by sufficient numbers of staff. There was no agency staff being used, which meant people were supported by staff that knew them.
- People's wellbeing was being supported by contact with families and friends using electronic applications or telephone.
- People were living in an environment that was clean with no malodours noted. Cleaning schedules were in place to make sure all areas of the home were cleaned thoroughly. In addition, staff cleaned high contact areas more regularly. One person told us, "The staff do a great job, everywhere is clean, they are always cleaning."
- The provider had reviewed their infection prevention and control policy during the pandemic and continued to carry out quality assurance monitoring.
- Guidance and information were being shared with staff by the provider to keep them up to date. Staff told us they felt supported by the provider, the registered manager and the nursing team.
- The registered manager attended daily handovers with staff to answer any questions and discuss safe systems of work. One member of staff said, "[Registered manager] and the nurses are always around for us to talk to. [Registered manager] comes into handover to update us and if there are any issues we can always go and ask her."

