

# Dr Khalid Hussian Javed and Dr Mussarat Javed Dulverton House

## Inspection report

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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

Dulverton House is a residential care home providing personal care and accommodation for up to 22 older people. At the time of our inspection there were 17 people living at the service.

We found the following examples of good practice

All staff and essential visitors had to wear appropriate personal protective equipment (PPE), complete NHS Track and Trace information and had their temperature checked prior to entering the home.

Staff supported people's social and emotional wellbeing. The provider and staff kept family members up to date about the latest government guidance. Relatives were kept informed about people's health using telephone and video calls and garden visits.

The registered manager had quality assurance systems in place to ensure safe care delivery. There was a communication system in place to ensure staff received consistent updates in relation to infection control policy and practice.

All staff had undertaken training in infection prevention and control. This included putting on and taking off PPE, hand hygiene and other Covid-19 related training. Additional competency checks regarding safe use of PPE was also carried out by the registered manager.

## 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**

# Dulverton 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 10 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 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.