

Wellburn Care Homes Limited

Nightingale Hall

Inspection report

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Richmond
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11 February 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

Nightingale Hall is a care home providing accommodation for nursing and residential care for up to 40 people. At the time of this inspection there were 29 people living at the home. People had access to communal areas. The home is built over two floors.

We found the following examples of good practice.

All essential visitors had to wear appropriate personal protective equipment (PPE). In addition, complete NHS Track and Trace information, provide evidence of a negative COVID-19 test and have their temperature checked prior to entering the home. People were supported to receive organised visits from relatives in a designated safe outdoor 'visiting pod' area with robust cleaning and personal protective equipment [PPE] procedures in place.

Staff supported people's social and emotional wellbeing. Meaningful activities were adapted and taking place in smaller groups or one to ones. The service used different methods including information technology to assist communication. Staff supported people to use other technology such as social media and making video calls.

The home had ample supplies of appropriate PPE which was stored hygienically and kept safe. Staff were provided with separate areas to put on, take off and dispose PPE safely.

Social distancing practices were in place at the home, where people used communal areas such as dining rooms and lounge areas, they were able to share these spaces safely.

Additional cleaning of all areas and frequent touch surfaces was in place and being carried out and recorded regularly by housekeeping staff. Additional deep cleaning was also carried out where required.

Staff completed online training and paper-based learning booklets provided by the local NHS infection prevention and control team. Training included putting on and taking off PPE, hand hygiene and other Covid-19 related training.

Additional competency checks, and spot checks were carried out by the registered manager with all staff regarding safe use of PPE.

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

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

Nightingale Hall

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 11 February 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.