

Joy Care Service Limited

# Nightingales Residential Care Home

## Inspection report

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09 June 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

Nightingales Residential Care Home is a residential care home that accommodates up to 22 older people with sensory loss and physical disabilities. At the time of the inspection 13 people were supported with personal care and some were living with dementia.

The home was clean and there was a team of regular domestic staff who completed a cleaning programme. The cleaning products had been reviewed and updated to ensure suitability for cleaning in a pandemic.

The home facilitated visiting in line with the government guidelines. There was a visiting procedure that had been shared with relatives and people's representatives. There was a designated area for visitors to be tested for COVID-19 and staff supported visitors to register their results on the government website. People were encouraged to maintain social distancing. For example, chairs and tables had been re-arranged to allow more space between people in the lounge and the number of people and staff allowed in the dining room at any one time had been restricted.

An adequate supply of personal protective equipment (PPE) was available and staff had received specific COVID-19 training, this included guidance for staff on how to put on and take off PPE safely. Staff were seen to be following correct IPC practices. Hand sanitisers were readily available throughout the home along with stocks of PPE.

Regular testing for people and staff was taking place, in accordance with government guidelines.

## 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**

# Nightingales Residential Care Home

## **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 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 9 June 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 making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The home was clean, and the registered manager confirmed the cleaning products used were appropriate to ensure safe cleaning. However, there was not a full cleaning schedule to identify the cleaning needed and the regularity of cleaning in some areas was not clear. The registered manager confirmed new schedules would be developed and would include the frequent cleaning of high touch areas.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. An infection control policy/procedure was in place and had been reviewed to reflect the COVID-19 pandemic. However, the COVID-19 risk assessments used to inform this were limited and lacked regular updating. There was no system to ensure people and staff had been assessed regarding their vulnerability. The registered manager was, however, able to tell us what measures had been taken to reduce the risk for some staff and people.

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