

Methodist Homes

# Queens Court

## Inspection report

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Date of inspection visit:  
26 January 2021

Date of publication:  
22 February 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Queens Court is a 'care home'. Queens Court is registered to provide personal care and accommodation for up to 55 people. At the time of the inspection there were 52 people living in the service.

We found the following examples of good practice.

The service was only receiving essential visitors at the time of our inspection. Any person entering the building undertook a rapid flow test (RFT), which gives a COVID-19 test result within 30 minutes. Visitors also had their temperature taken, completed a health questionnaire and wore full personal protective equipment (PPE).

People who had been confirmed as being COVID-19 positive were supported by staff in full PPE. This is called barrier nursing. This is to protect both staff and people living in the service from spreading infection. All staff had received training in the correct use of PPE, and how to take it off and put it on safely.

The manager told us that they had changed systems within the service to reduce the risk of spread of infection. For example, staff did not mix between flats.

People were supported to have regular contact with their families and friends via window visits, video calling and telephone calls.

Whole home testing was carried out on both people and staff.

Cleaning of the home, including frequently touched surfaces, had increased to reduce the risk of transmission of infection. There were ample supplies of PPE and disposable cleaning equipment to reduce the spread of infection.

## 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**

# Queens 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 26 January and was unannounced.

# 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.