

The Presentation Sisters

Presentation Sisters Care Centre

Inspection report

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Matlock
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28 January 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

About the service

Presentation Sisters Care Centre is a care home providing nursing and personal care to 32 people aged 65 and over, some of whom are living with dementia. The service can support up to 36 people. The service is set over three floors which are accessed by stairs or a central lift. People have private rooms and access to numerous lounges, dining areas and a garden.

The infection control policy had all the required guidance and details in relation to COVID-19, however these had not all been implemented or embedded to ensure safety measures against COVID-19 were in place at the time of our inspection. For example, we found personal protective equipment (PPE) was not being used in accordance with guidance. This may have been reflected by the lack of up to date training provided to staff in relation to the use of PPE. We also identified that the required chemicals were not consistently being used to maintain the hygiene of the home. After our inspection the registered manager gave us assurances these areas had been addressed.

We found the following examples of good practice.

- The provider had commenced full care home testing for people using the service. Staff were being tested three times a week and action taken when any risk had been identified.
- The hygiene of the home was being maintained and additional touch point cleaning had been introduced after our inspection.
- People using the service were supported to receive recreational support from staff who focused on activities, these had involved hairdressing, walking in the grounds and one to one support to reduce isolation.
- Visitors were currently not being given access to the home. People continued to stay in contact with family through media calls and the use of the telephone.
- The registered manager had ensured there were sufficient supplies of personal protective equipment.

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

Presentation Sisters Care Centre

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 28 January 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 somewhat assured that the provider was using PPE effectively and safely. Staff had not always followed the required guidance when wearing face coverings, this was addressed by the registered manager after our inspection.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. There was an inconsistent use of the required chemicals to ensure the home was protected from the spread COVID-19.
- 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 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 that the provider's infection prevention and control policy was up to date.

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