

Prideaux House Care Limited

Prideaux 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

Prideaux House provides accommodation and personal care for up to 20 older people living with dementia. At the time of our inspection, there were 18 people living at the service.

We found the following examples of good practice.

There were clear processes in place to support the safe return of visitors to the home. Each visit was considered on an individual basis and there were plans for each visitor to be able to access the shortest route through the home to meet with their loved one. Staff had received training on how to support visitors with their lateral flow tests before entering the building. There were clear cleaning plans for staff to follow after the visit.

Staff were wearing personal protective equipment (PPE) in line with government guidance. Staff had received training in donning and doffing and infection prevention and control (IPC) procedures. The registered manager had ensured that the home had sufficient PPE supplies throughout the pandemic. Staff worked exclusively at the home and had been upskilled to be able to do each other's job roles in the event of staffing issues.

The provider had made improvements to the environment to support infection control. Floors in the communal areas had been changed to vinyl and radiator covers had been changed to covers that could be easily wiped clean. Automatic sensor activated soap dispensers had been installed in each person's bedroom to reduce the need to touch the dispenser.

The home was clean and hygienic. Cleaning schedules were thorough and included the regular cleaning of frequently touched surfaces. The provider had bought cordless hoovers, carpet cleaners and air purifiers to support infection control.

The registered manager had kept relatives up to date with changes in guidance through phone calls and the home's Facebook page. People who were able to, were supported by staff to keep in touch with their loved ones through video and phone calls. Staff also supported relatives to get involved in the homes activities by attending things such as quizzes through video calls. The provider had updated the WIFI in the home to ensure that multiple people could video call their relatives at the same time without the connection being affected.

People were supported by the two activity staff to get involved in arts and crafts, games and arm chair exercises. The registered manager had found ways to make items created during activities safe by laminating paper and collating images in books and in display cabinets rather than displaying them on the walls where they could be easily touched.

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

Prideaux 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 4 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.