

Barchester Healthcare Homes Limited

South Chowdene

Inspection report

Chowdene Bank
Low Fell
Gateshead
Tyne and Wear
NE9 6JE

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Date of inspection visit:
16 February 2021

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11 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

South Chowdene is a residential care home providing personal and nursing care to 36 people aged from 18 and over at the time of the inspection, some of whom were living with a dementia. The service can support up to 42 people in one large adapted building.

We found the following examples of good practice.

- The home was clean and there was regular cleaning of all surfaces. The environment had been refurbished and furniture was used to support with social distancing.
- The management team had worked with staff to keep the environment as homely as possible but still adhering to social distancing guidelines.
- Professional visitors completed health declarations and were tested for COVID-19 at the service. Risk assessments were completed prior to each visit.
- Staff wore appropriate PPE and had access to this throughout the home. Staff had received additional training during the pandemic about correct PPE usage and infection prevention and control.
- The provider had created a team responsible for updating each service with updates to government guidelines and they had created easy to follow process for use by staff.

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

South Chowdene

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 16 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.