

Norse Care (Services) Limited

St Nicholas House

Inspection report

Littlefields
Dereham
Norfolk
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Date of inspection visit:
19 January 2021

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27 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

St Nicholas House is a care home for older people situated in a residential area of Dereham. The accommodation is located over two floors and people living with dementia were cared for in a separate wing. There were 28 people living at the service on the day of inspection.

We found the following examples of good practice;

The service completed regular COVID-19 testing for people who use the service and staff in line with current government guidance. This ensured the service was able to identify those who were positive in a timely manner and take appropriate action.

The service had adapted areas of the building to ensure that Personal Protective Equipment (PPE) stations and hand wash areas were accessible at all times. This minimised the risk of cross contamination within the service.

The well being of all individuals was closely monitored on a daily basis. Including temperatures being taken twice daily and any development of signs or symptoms of COVID-19 being raised appropriately. Ensuring the well being of those being of people at all times.

Clear signage was on display throughout the service in relation to the signs and symptoms of COVID-19 and how to don and doff PPE appropriately. This ensured all staff and visitors were able to keep themselves and others safe within the setting.

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

St Nicholas 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 19 January 2021 and was unannounced. Inspection activity continued until 22 January 2021.

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 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.

A risk assessment was in place for an individual who chose to leave their bedroom to access a communal toilet. This document did not evidence that all risks had been fully assessed for this individual or others. The provider took swift action to further expand this document and adapted practice to protect this individual and others.

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