

Thornton Care Limited

The Kingfisher Care Home

Inspection report

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Lancashire
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Date of inspection visit:
12 August 2020

Date of publication:
24 August 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Kingfisher Care Home is registered to provide personal care for up to 20 people. Accommodation is on two floors with a stair lift for access between the floors. There are two lounges, a large dining room and a garden for people to use. At the time of the inspection there were 18 people lived at the home.

We found the following examples of good practice.

The registered manager had robust practices to minimise the risk to people, staff and visitors from catching and spreading infection. We saw Covid 19 policies and procedures were in place and current. Information posters about covid 19, hand sanitiser and personal protective equipment (PPE) were placed throughout the home.

There was sufficient PPE available. Staff had received training on infection control and best practice guidance on how to put on and take off gloves, aprons and masks.

The providers had purchased mobile washing stations for use around the home. These included portable hand wash basin, liquid soap, sanitiser, disposable kitchen towels, non touch waste bins and PPE.

The providers had also purchased a specialised cleaning and disinfecting machine and staff carried out a frequent and thorough cleaning regime. Relatives told us of their high satisfaction about infection control practices.

As part of people's care plans, staff completed individual risk assessments on the persons vulnerability and capacity to understand Covid 19 restrictions and supported them accordingly.

The registered manager completed risk assessments on and with each staff member to check how vulnerable they could be to Covid 19 and took appropriate action.

Any potential admission was tested and a negative result received before admission. New admissions isolated within their own room in line with Public Health England guidance before joining other people in the home.

The service was booking visitors in at a time that suited people and was spaced out to avoid potential infection transmission with other visitors.

Staff communicated with health professionals by phone, social media and electronic tablets to discuss and seek advice on people's health.

The registered manager was participating in the whole home testing process and had scheduled testing for people supported and staff. They had comprehensive knowledge of good practice guidance and had

attended Covid19 webinars hosted by Lancashire County Council.

Further information is in the findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the registered provider, registered manager and staff team were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

The Kingfisher Care Home

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 12 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

S5□How well are people protected by the prevention and control of infection?

- We were assured the provider managed infection prevention and control through the coronavirus pandemic'
- 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.