

Sonnet Care Homes (Essex) Limited

# The New Deanery Care Home

## Inspection report

Deanery Hill  
Bocking  
Braintree  
Essex  
CM7 5SR

Date of inspection visit:  
12 August 2020

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21 August 2020

Tel: 01376558555

Website: [www.thenewdeanery.co.uk](http://www.thenewdeanery.co.uk)

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The New Deanery provides accommodation and personal care for up to 93 people, including support for people who may be living with dementia. At the time of our visit 63 people were living at the service.

We found the following examples of good practice.

The registered manager had effective systems in place for managing the Covid-19 pandemic and keep people safe.

The registered manager had implemented protocols before the government issued advice on restricting visiting to keep people safe. Since visiting had resumed, a designated room had been made safe for visits as well as outdoor space utilised. A booking system and screening checks were in place to protect people from the risk of cross contamination.

Arrangements were in place to ensure safe social distancing. There was signage throughout the service encouraging handwashing, the wearing of protective equipment (PPE). Notices included guidance as to the numbers of people allowed to enter each room to ensure safe social distancing.

The use of Use of PPE was in accordance with current government guidelines.

Risks to people's safety from Covid-19 had been assessed. Staff had included an assessment of the emotional impact on people and how PPE may cause fear and anxiety for people with limited mental capacity. Staff were encouraged to use hand signals, thumbs up, winking as well as written and pictorial prompts to aid communication where the use of staff face masks hindered the ability to lip read.

There was a strong focus on promoting a sense of wellbeing for the people staff cared for. Colourful badges for staff to wear had been created to remind members of the public to keep safe social distances.

Staff had been provided with the appropriate training and had sufficient supplies of PPE to keep them and people safe from the risk of cross infection. Infection prevention control measures and cleaning regimes had been increased with additional hand sanitising stations added throughout the service.

We recommended the provider review their policy of staff wearing their uniforms outside of the service to further prevent the risk of cross contamination.

Further information is in the detailed 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 service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# The New Deanery 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 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.