

Nicholas James Care Homes Ltd

Walmer Care Centre

Inspection report

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Date of inspection visit:
11 March 2021

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22 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

Walmer Care Centre is a care home providing accommodation and personal care for older people and people living with dementia. The service can accommodate 37 people in two separate buildings next door to each other on the same site. At the time of the inspection there were 26 people living in the service.

We found the following examples of good practice.

- The risk of infection from visitors was minimised. Visiting was by appointment only. A visitor pod outside the service had been created to enable window visits to be completed in safety and comfort. Visitors were able to access the pod without entering the service.
- Staff helped people to send video messages to their family members. Relatives also received a regular newsletter from the registered manager. These provided updates about developments in the service particularly relating to keeping people safe from Covid-19.
- New people were able to safely move into the service. A negative test for Covid-19 and a 14-day isolation period were in place. Health monitoring was in place both during the isolation period and afterwards to make sure people remained free from symptoms of infection.
- Adaptations had been made to the accommodation to support infection control. An example was an additional lounge being created to help people walk with purpose while still maintaining social distancing.
- The service had up-to-date infection control policies including those specific to managing risks related to Covid-19 and infection outbreaks. There was enough personal protective equipment for staff and visitors and this was being used in the right way.
- There were cleaning schedules in place. The service was neat and clean. Regular infection control audits were done by the infection control lead with actions followed up when necessary.
- The registered manager knew what government guidance said about managing Covid-19 and had regular contact with doctors and specialist infection control nurses.

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?

Further information is in our detailed findings below.

Inspected but not rated

Walmer Care Centre

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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the Covid -19 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 11 March 2021 and was announced.

Is the service safe?

Our findings

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.