

National Care Consortium Ltd

The Rowans Care Home

Inspection report

West Ella Way
Kirk Ella
Hull
North Humberside
HU10 7LP

Tel: 01482659161

Date of inspection visit:
04 December 2020

Date of publication:
29 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

The Rowans Care Home is a care home providing personal care for up to 53 people, some of whom may be living with dementia. At the time of our inspection, 41 people were using the service.

We found the following examples of good practice.

- Safety measures were in place to protect people using the service and visitors. These included temperature checks, health screening for all visitors and their details being kept for track and trace purposes. All visitors were supervised to ensure they followed infection control guidelines and wore appropriate personal protective equipment (PPE).
- People who used the service were supported to maintain contact with their families and friends through phone calls, video calls, and window visits. Visiting procedures were in place to support relatives to visit people at the end of their lives.
- Staff maintained social distancing where possible. Staff reminded people about social distancing and risk assessments were in place for people who were unable to follow guidance. Furniture had been rearranged to support safe social distancing though further changes were made to ensure this included the dining area and staff room.
- Processes were in place to support the safe admission of people into the service which followed best practice guidance.
- Staff appropriately wore PPE in line with current guidance. Staff were trained in using PPE and the service had designated areas for staff to put on and remove PPE though not all bins were foot operated. However, the provider had ordered new bins.
- Regular testing of people who used the service and staff was completed in line with current guidance. Clear procedures were in place to support people to isolate.
- The service was tidy, regularly cleaned and windows were open to minimise the risk of people catching or spreading COVID-19. However, some items of furniture were damaged and difficult to clean, though the provider had new furniture on order.
- The provider had contingency plans in place which included the use of agency staff who only worked at the service to reduce the risk of transmission to and from other services.

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 was following safe infection prevention and control procedures to keep people and staff safe.

Inspected but not rated

The Rowans 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.

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 4 December 2020 and was announced.

Is the service safe?

Our findings

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

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.