

Four Seasons Homes No.4 Limited

Swan House Care Home

Inspection report

Swan Drive
New Road
Chatteris
Cambridgeshire
PE16 6EX

Tel: 01354696644
Website: www.fshc.co.uk

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25 February 2021

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Swan House Care Home is a Care home service with nursing and provides accommodation and personal care for up to 39 people. At the time of this inspection there were 32 people were living at the service.

We found the following examples of good practice.

Staff and visitors were required to have their temperature checked, sanitise their hands and wear full personal protective equipment (PPE). Staff took part in the providers testing programme. Visitors to the home were required to take a COVID-19 test and wait for the result before entering the home.

The provider supported families and friends to visit the home, these needed to be booked and were carried out in a designated area that was safe for this purpose, and completely sanitised after each visit. Regular audits were in place to monitor infection control practices.

Individual risk assessments were completed to keep people and staff safe. Staff wore PPE and followed the appropriate guidance. Daily visual checks were completed to ensure best practice was followed.

The building looked clean and free from clutter and appropriate cleaning products were used to ensure good infection control was maintained. All frequently touched areas, such as door handles, were sanitised every two hours.

There was good communication for staff and people about any relevant changes. A designated COVID-19 folder was kept in the staff room for easy access to guidance. Social distancing, zoning and cohorting of staff were in place. Staff breaks were also staggered to ensure social distancing was maintained in the staff room.

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

Swan House 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 the coronavirus 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 25 February 2021 and was announced.

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.