

Charlton Care Group Limited

Charlton House

Inspection report

55 Mannamead Road
Plymouth
Devon
PL3 4SR

Tel: 01752661405

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24 March 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

Charlton House is a care home in Plymouth providing personal and nursing care for people aged 65 and over. The service can support up to 44 people, has multiple split levels and is in an older style building with some original architectural features.

Charlton House had arrangements for visitors to the home. There was clear signage which detailed what checks were needed, such as temperature checks, COVID-19 lateral flow tests, and used of hand sanitiser. All visits were pre-booked to enable cleaning of the visitor's room. People who lived at the service were also able to talk with their friends and family over social media and the telephone.

A 'bubble' had been created in the home for people who lived at the care home. People who lived at the service were able to access the community either alone or with care staff and there was also a garden residents could use.

Staff said social distancing did not always work as some people wanted to sit closer to their friends. The home had carried out risk assessments to enable this to happen safely. The activities coordinator would visit those people who preferred to remain in their rooms, to spend one to one time with them to aid wellbeing. The home had not needed to cohort people or zone areas, suitable arrangements were in place should the need arise.

People who were only admitted following a negative COVID-19 test and were isolated for 14 days in line with guidance. Information on people's care needs was obtained from the hospital and if possible from relevant persons.

Staff were required to change into their uniforms at work and change into their own clothes before they left the premises. The home had sufficient personal protective equipment (PPE) and a separate area was available to put PPE on and take it off safely.

All staff had received appropriate training on infection control, which included relevant COVID-19 modules. None of the people who lived in the care home had concerns about staff wearing facemasks. One member of staff used a face shield as they had an underlying health condition which meant they were exempt from wearing a mask.

All staff and people were testing in line with guidance and if anyone tested positive, then the member of staff or resident was isolated for the recommended period. Risk assessments were carried out for staff who declined a vaccine for health reasons. All eligible staff had received the first vaccine and were starting to receive the second dose. All people who lived in the home had completed the vaccination course.

The care home was visibly clean and hygienic on the day of the visit. Cleaning schedules included high use areas and 'touchpoints', such as light switches and door handles. Staff were allocated specific cleaning

duties and there were designated staff available between 4-9pm for evening cleaning.

External support was available via public health and the infection control lead at a local hospital, along with the GP practice and online information.

The care home is part of a group of four homes and staff work at all the care homes if needed, but during the pandemic this had not been necessary and arrangements had been made to ensure all staff worked in one home only.

There was an infection control policy which was routinely reviewed and updated in accordance with changes in guidance. Regular infection control audits were completed and the latest one showed that no actions were required. Risk assessments had been carried out for staff in high risk groups, such as pregnancy. The COVID-19 management policy linked to CQC guidance and a business continuity plan, with relevant actions to take should the need arise.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated.

Inspected but not rated

Charlton House

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 24 March 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.