

Countrywide Care Homes (2) Limited

Dussindale Park

Inspection report

26 Mary Chapman Close
Dussindale
Norwich
Norfolk
NR7 0UD

Tel: 01603701900

Date of inspection visit:
20 January 2022

Date of publication:
31 January 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Dussindale Park provides purpose-built accommodation and care for a maximum of 58 people. It was providing personal and nursing care to 42 people at the time of the inspection.

We found the following examples of good practice.

The home was hygienically clean throughout, whilst supporting people to live in a personalised care environment.

Additional documentation records were in place to ensure that the regular cleaning of specialist equipment was in place to maintain standards of infection prevention and control.

Staff had additional training and utilised individual skills and competencies to cover any temporary shortfalls in staffing to prevent people from experiencing isolation. For example members of housekeeping and kitchen staff supported with the provision of activities.

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

Dussindale Park

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 20 January 2022 and was announced. We gave the service four hours notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 Personal Protective Equipment 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach.

We also asked for the provider to review the current government guidance in relation to the management of new admissions to the home, and the use of enhanced testing regimes to reduce the impact of self-isolation.