

Pendene House Residential Home Limited

Pendene House

Inspection report

15 Pendene Road
Stoneygate
Leicester
Leicestershire
LE2 3DQ

Tel: 01162708911

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21 January 2022

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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

Pendene House is a residential care home providing accommodation and personal care for up to 17 older people, including people living with dementia. At the time of our inspection, there were nine people using the service

We found the following examples of good practice.

Visiting procedures were robust to reduce the risk of COVID-19. All visitors were required to show a negative COVID-19 test, their temperature was taken, and a COVID-19 screening questionnaire completed before they entered the service.

Personal protective equipment (PPE) was worn by all visitors. Visits by friends and relatives were held in a specific room that was sanitised after every use. People had also been supported to maintain contact with friends and family during the pandemic via window visits, telephone calls and face time calls.

The service was clean and hygienic and infection prevention and control, best practice guidance was maintained. This included regular cleaning of high touch areas.

Staff had received refresher training in infection prevention and control best practice guidance. Information and ongoing government guidance in the management of COVID-19 was shared with staff.

Staff participated in the testing and vaccination programme. We observed staff wearing the correct PPE throughout our inspection. Staff spoke positively about the support they had received from the manager and provider.

People had been supported to participate in the COVID-19 testing programme and vaccination programme. People's individual risks in relation to COVID-19 had been assessed. Care plans had been developed that provided staff with guidance about people's care and support needs.

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

Pendene 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 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 21 January 2022] and was announced. We gave the service 24 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 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.
- 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.