

Regal Care Trading Ltd

# Loose Court

## Inspection report

Rushmead Drive  
Maidstone  
Kent  
ME15 9UD

Tel: 01622747406

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24 January 2022

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11 February 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Loose Court is a residential care home without nursing for 42 older people. It can also accommodate people who live with dementia and people who have physical and/or sensory adaptive needs. At this inspection, there were 35 people living in the service.

We found the following examples of good practice.

Arrangement was in place for visitors to meet in safe places within and outside the service which minimised the risk of infection spread. Staff had consulted with relatives to agree visiting arrangements in line with government guidance.

Visitors were asked health screening questions, temperatures were taken, visitors were also advised to sanitise their hands on arrival and wear face masks. Lateral flow tests were carried out and once a negative result was received staff facilitated the visit.

Plans were in place to isolate people with COVID-19 to minimise transmission if required. The service had good supplies of personal protective equipment (PPE) such as masks and hand sanitizers that were readily available at stations throughout the service.

Staff had received training on how to keep people safe during the COVID-19 pandemic and staff were regularly tested for COVID-19. The building was clean and free from clutter and there were enhanced cleaning practices.

## 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**

# Loose Court

## **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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 24 January 2022 and was unannounced.

# 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.

### Visiting in care homes

- We observed one person was admitted into the service during our inspection for a short respite. However, a risk assessment had not been completed in line with government guidelines until we requested it. This was completed while we were still on site with relatives.

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 signposted the registered manager to the latest government guidelines on Covid-19 to develop their approach.