

Greensleeves Homes Trust

# Sharnbrook House

## Inspection report

High Street  
Sharnbrook  
Bedfordshire  
MK44 1PB

Tel: 01234781294

Website: [www.greensleeves.org.uk](http://www.greensleeves.org.uk)

Date of inspection visit:  
20 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

Sharnbrook House is a residential care home supporting up to 30 people who may be living with dementia, a sensory impairment or a physical disability. The service was supporting 27 people at the time of this inspection. The service consisted of three floors. People had their own personalised bedrooms and shared communal areas such as lounges, a dining room and a garden.

We found the following examples of good practice.

- The provider had procedures in place for visitors to the service to help prevent the spread of infection. These included proof of a negative lateral flow test (LFT), a temperature check, changing in to fresh personal protective equipment (PPE) and a questionnaire with COVID-19 screening questions.
- Visitors were required to show proof of vaccination against COVID-19 before entering the service.
- Staff were trained how to use PPE appropriately. We observed staff wearing the correct PPE depending on the support they were providing people.
- Changes had been made to the lounges and dining rooms, such as moving furniture around to help promote social distancing.
- Staff followed cleaning checklists, and these were checked by the management team. Staff confirmed that they had the time to keep the service clean. The service looked and smelled fresh during our visit.
- People and the staff team took part in regular testing to help ensure they did not spread COVID-19. Measures were taken if there was a positive case in line with government guidance.
- The provider shared updates and government guidance with staff to help ensure they understood how to help keep people safe.
- People were supported to see friends and family when restrictions allowed. When this was not possible people were supported to stay in touch by video or telephone call.
- Staff supported people to maintain their wellbeing throughout the COVID-19 pandemic. People were supported to engage in social interests or past times according to their preferences.

## 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**

# Sharnbrook 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.

We received information of concern about staffing at this service. This was a targeted inspection looking at the infection prevention and control measures 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 20 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.
- The registered manager was open and honest about the current challenges at the service relating to staffing. Mitigations such as using regular agency staff, and ongoing recruitment initiatives were in place to help mitigate these challenges. People and staff told us that staffing levels were safe and that they felt assured the provider was taking action to improve this further.

### 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.