

Jubilee Villa Care Home Ltd

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Inspection report

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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

Jubilee Villa Care Home Ltd is a residential care home providing personal care to 17 people aged 65 and over at the time of the inspection. The service can support up to 17 people.

We found the following examples of good practice.

- People were supported by staff who were trained in Infection Prevention and Control (IPC) and wore Personal Protective Equipment (PPE) in line with current guidance.
- A whole home testing programme was in place and people and staff were tested for COVID-19 in line with current guidance.
- Staff procedures had been amended to reduce the risk of transmission of COVID-19. Only one staff member was permitted to take a break at one time and handovers now took place in a communal area to ensure social distancing.
- Staff risk assessments were undertaken which identified staff who were at disproportionate risk of COVID-19. Measures were put in place to mitigate risk to those staff such as shielding or them not being permitted to support people who had tested positive for COVID-19.

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

Jubilee Villa Care Home Ltd

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 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 09 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 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 making sure infection outbreaks can be effectively prevented or managed.

We were not assured that the provider was meeting shielding and social distancing rules. Adjustments had not been made to how furniture was arranged in communal dining and lounge areas and people were not being encouraged to follow social distancing guidance. The registered manager explained that people did not understand the need to socially distance due to their cognitive impairments but no risk assessments had been undertaken to consider measures that could be implemented to mitigate the risk of transmission of COVID-19.

People were not always supported in line with mental capacity legislation. Where one person had tested positive for COVID-19 and did not understand why they were required to self isolate, their bedroom door had been locked with a Yale lock. The registered manager told us they had done this as this prevented other residents from entering their room and also gave staff time to respond as the person found the door difficult to open. This placed a restriction on the person's liberty. At the time of inspection, no mental capacity assessment had been completed and no other less restrictive measures had been considered to encourage compliance with self isolation. Following the inspection, a mental capacity assessment was completed and a best interests decision was documented but this was not compliant with current guidance around self isolation periods.

We were not fully assured that the provider was promoting safety through the layout and hygiene practices of the premises. Staff clothing and boxes were being stored on a staircase close to the laundry which posed a fire risk and no fire risk assessments had been completed. The registered manager stated this was due to the home having limited storage space. Since the inspection, the registered manager has given assurances that this will be addressed.

Whilst the provider's infection prevention and control policy was up to date, we were not assured that documentation in place was sufficiently robust to ensure effective oversight of the service. For example, risk assessments were not always completed when required such as where a staff member worked for two employers. Decision specific mental capacity assessments were not always in place when needed and no

business continuity plan was in place to assure us how the service may manage any future pandemics. We could also not be assured that audits were sufficiently robust to check the quality of the service as the registered manager told us there was no set frequency for this and they were done when time allowed.

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