

Stonehaven (Healthcare) Ltd

Kent House

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

Kent House is a residential care home in one adapted building providing personal care to 23 people aged 65 and over at the time of the inspection. The service can support up to 27 people.

We found the following examples of good practice.

Relatives were happy with the care and support provided at Kent House. Relatives praised the home for how they have kept people safe throughout the pandemic. One relative commented, "Kent House, (registered manager) in particular, has been very good at keeping us informed of the changes and has also been very accommodating to me when I haven't been able to visit on the specified visiting days. I would also like to say that I really do appreciate that these measures have had to be bought in to protect the residents that they care for."

Facilities were in place to wash hands or use hand sanitiser on entering and leaving the home. Visitors were supported to wear a face covering when visiting, and wash hands before/after use. All visitors were screened for symptoms of COVID-19 before being allowed to enter the home. There was prominent signage and instructions to explain what people should do to ensure safety. Information was easily accessible on arrival and before visits to ensure visitors followed guidance, procedures and protocols to ensure compliance with infection prevention control.

Staff were following current infection prevention and control guidance to help people to stay safe. There were suitable risk assessments and an up to date infection control policy and procedure in place. The registered manager ensured staff understood why every measure was essential.

Personal Protective Equipment (PPE) was readily available around the building. We saw there was a good supply of PPE for staff to use. Staff were observed to be wearing PPE appropriately and disposed of it in clinical waste bins. Whole home testing was undertaken, with frequency of testing people and staff in line with current guidance.

Staff had completed training to ensure staff knew how to keep people safe during the COVID-19 pandemic. Staff had also been supported by external health professionals to ensure safe infection prevention and control measures were in place.

Infection prevention and control audits were carried out to ensure the premises was meeting infection control measures. A cleaning schedule for all areas of the home was in place and implemented to ensure the whole home was effectively cleaned on a regular basis.

Staff supported people to occupy themselves whilst maintaining their safety. Staff helped people to stay in touch with their friends and family. Alternative forms of maintaining social contact were used for friends and relatives; for example, keeping in touch using video calls.

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

Kent 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 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.

We received information of concern about infection control and prevention measures at this service, specifically regards to visiting arrangements and their duration. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 6 May 2021 and was unannounced.

Is the service safe?

Our findings

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 somewhat assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

We had received concerns about visiting arrangements and their duration. Visits within a screened area allowed for 30-minute visits and 15-minute visits for those entering the main house. However, there was no evidence of individual visiting plans, with a blanket approach being taken of 15 minutes for all visitors entering the main house. Relatives said that visits were not long enough as visits were limited within the home to 15 minutes. One person said "Since I have been able to see Mum in her room it has helped Mum (and me) but this is still a very short time and it goes so quickly. Mum is disappointed when (staff member) comes in to tell us time is up." However, from 17 May 2021 indoor visits had been increased to 45 minutes which allowed for more meaningful interactions.

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