

Bitterne Care Homes Ltd

St Katherine Care Home

Inspection report

9 Cobbett Road
Southampton
Hampshire
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08 February 2021

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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

St Katherine Care Home is a care home located in the Bitterne area of Southampton, Hampshire. The home provides care for up to 20 older people, some of whom were living with dementia. At the time of our inspection, there were 14 people living at the home.

We found the following examples of good practice.

People had been supported to keep in touch with their families throughout the COVID-19 pandemic. Staff provided support where necessary so people could phone or video call their families. Visitors were able to come to the service and they used a designated outside area at the front of the house. The expectations and procedures for visitors to the service were clear.

The service was receiving professional visitors to the home with robust infection control procedures in place. Visitors were received into the reception area on arrival where they were provided with guidance, personal protective equipment (PPE) and health screening was completed. Each visitor also had their temperature checked by staff on arrival.

The registered manager ensured they were up to date with the latest guidance and practice for infection prevention and control. They had developed policies and procedures in response to the coronavirus pandemic. The guidance and information for staff was clear with detailed safe systems of work for the home. Daily checks and regular infection prevention and control audits were in place.

Significant building and improvement work was underway at St Katherine's. The provider had cleaning schedules which were followed. However, on the day of inspection we noted some areas which were not clean and dust was seen in some flat surfaces.

Mechanisms in place to support staff, risk assessments had been completed with people who used the service and who were identified as facing higher risks. However, we found no risks assessments had been undertaken for staff who may be at additional risk. Following the inspection, the provider submitted evidence to confirm risk assessments for Black and Ethnic Minority (BAME) staff and others who faced an increased risk, had been implemented. The manager was positive about the commitment staff had shown throughout the pandemic.

Staff were regularly tested for COVID-19 and had received COVID-19 vaccinations in January 2021. Staff expressing a hesitancy in taking the COVID 19 vaccine were well supported in their decision-making.

People were supported in a person-centred way, when implementing the changes and procedures required to minimise the risk of COVID 19 in the home. We heard of examples of how people had been supported with real compassion and understanding when they had become distressed during this time. We saw evidence of how people who liked to be outside and walking were supported to continue this activity safely, at this time.

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

St Katherine Care Home

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 coronavirus 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 8 February 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 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 somewhat assured that the provider was accessing testing for people using the service and staff. Staff who faced an increased risk of COVID 19 did not have an individual risk assessment in place. Following the site visit, the provider submitted evidence to demonstrate risk assessments for staff had been implemented.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. At the time of the inspection, we noted dust on flat surfaces and some areas were not clean.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. Whilst policies were in place we found the infection prevention control and COVID 19 policies and risk assessments were not dated and no review date recorded. We were unable to see evidence that these had been reviewed regularly to ensure updates to guidance and practice were implemented. Following the inspection, the provider advised us that their policy and procedures folder and Covid-19 folder included a front sheet (Policy Review) where the review dates of each policy and procedure are recorded.

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