

Caring Homes (TFP) Group Ltd

The Orchard Nursing Home

Inspection report

129-135 Camp Road
St. Albans
AL1 5HL

Tel: 01727832611

Date of inspection visit:
11 March 2021

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19 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Orchard Nursing Home is a 'care home' providing accommodation and personal care. It is registered to provide a service for up to 63 people. The service was supporting 54 people at the time of the visit.

We found the following examples of good practice.

- People were chatting and engaging with staff and this did not appear to be impacted by staff wearing masks. Staff told us they sometimes wrote things down for people to aid communication. The wellbeing team was providing support to help prevent loneliness and boredom for people.
- Information was displayed about COVID-19 giving clear and accessible advice.
- The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID-19. This included if a staff member was unable to wear a mask or wore long sleeves for religious reasons. Control measures were put in place.
- The home was clean and there was cleaning ongoing during our visit.
- People were in cohorts on their units and considered communal areas as part of their home.
- There was a visitor's pod for use when visits were permitted. This was separate to the home to help promote people's safety. There was also regular virtual contact with friends and family.
- When people tested positive for COVID-19 they had to isolate in their rooms, for a set period of time. Staff were clear on what it meant to isolate and what symptoms of COVID-19 to look out for. People returning from hospital or those new to the home had to isolate for 14 days. Where this was not possible, for example for someone who may be living with dementia, a risk assessment was completed.
- Staff had received training on putting on and taking off personal protective equipment (PPE), infection control and COVID-19. They told us they felt supported and had enough information to do their jobs. They said the management team checked they worked safely.

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

The Orchard Nursing 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 11 March 2021 and was unannounced.

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's infection prevention and control policy was up to date.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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 promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. However, we asked the registered manager to review if bedroom doors should be fully closed if someone was isolating and that they ensured this was reflected in the policy and accompanying risk assessments. We observed the bedroom door of a person in isolation after admission to the home to be open a jar.
- We were assured that the provider was using personal protective equipment (PPE) effectively and safely. However, some staff were not wearing masks for health reasons and some staff had long sleeves on. We asked the registered manager to review their risk assessments and overview of this to ensure it was being managed safely.

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