

Family Star Limited

Shirley View Nursing Home

Inspection report

23 Shirley Avenue
Cheam
Sutton
Surrey
SM2 7QS

Tel: 02086435680

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18 January 2022

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24 January 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Shirley View Nursing Home is a residential care home providing personal care for up to 22 people and specialises in supporting older people some of whom may be living with dementia. At the time of our inspection there were 20 people living in the home.

We found the following examples of good practice:

The provider was following best practice guidance to prevent visitors to the home spreading COVID-19 infection. The provider kept in touch with family members and people's friends through regular email newsletters. The provider informed us when visitors book for an appointment to see the residents they were sent latest information on visiting procedures.

The provider had arrangements for visitors to meet with people virtually through video conferencing and physically in visiting areas. All visitors were asked to complete a COVID-19 screening form on arrival, and had their temperature checked. Visitors had to undertake a lateral flow test on arrival and visiting professionals had to show proof of negative lateral flow test taken on the day of the visit; in addition, all visitors had to show proof of their COVID-19 vaccination. People were supported to see their family in the garden during summer.

In order to control the spread of infection the provider promoted social distancing in the lounge and dining areas. The provider informed us that staff used Personal Protective Equipment (PPE) including gloves, mask and apron when providing personal care and when social distancing was not possible.

All COVID-19 positive service users were isolated according to Public Health England Guidelines. The provider informed us if a resident tested positive, they were isolated and were allocated a dedicated carer to cater their needs.

The provider had an admissions process in place. The provider informed us that as soon as the service users arrive, they perform a lateral flow test and a PCR test was undertaken on the day of admission into the service. The provider informed us that all new service users were usually isolated for 10 days; however, if the service users had received two doses of the COVID-19 vaccine and received a negative COVID-19 PCR test after admission, they were not required to isolate.

The home had PPE stations for staff to don and doff (put on and take off) Personal Protective Equipment (PPE). The provider informed us that temporary PPE stations were set up outside the rooms of residents who were isolated due to COVID-19.

Our observations during the inspection confirmed staff were adhering to PPE and social distancing guidance.

The provider informed us that all staff had received the infection prevention and control and personal protective equipment training. The provider had an Infection Prevention and Control (IPC) champion who attended regular meetings with other IPC champions in the local area and shared their learning with all care staff.

The provider informed us that all staff undertook daily COVID-19 lateral flow tests and weekly PCR tests. The provider confirmed us that all staff working at the service had received the first two doses of COVID-19 vaccine and most of the staff had received their booster dose. The provider informed us that all residents had received their booster dose. The provider maintained a vaccination and testing register for staff and service users.

The provider had ensured staff who were more vulnerable to COVID-19 had been assessed and plans were in place to minimise the risk to their health and wellbeing. The provider informed us that they had an open-door policy and had regular meetings with staff. The provider informed us they supported the wellbeing of staff by encouraging them to take regular breaks and to keep them hydrated. The care home manager indicated they had a really good support system in place and were supported by the management.

Further information is in the detailed findings below.

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

Shirley View 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 18 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

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.

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.