

Prime Life Limited

St Georges

Inspection report

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19 January 2022

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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 Georges is a residential care home providing accommodation and personal care for up to 36 older people, including people living with dementia. At the time of our inspection, there were 34 people using the service.

We found the following examples of good practice.

Visiting procedures were robust to reduce the risk of COVID-19. All visitors were required to show a negative COVID-19 test, their temperature was taken, and a COVID-19 screening questionnaire completed before they entered the service. Visitors were also required to wear personal protective equipment (PPE).

People received visits from friends and family in their bedroom or a visiting pod was used if preferred. Visits were booked in advance to enable visits to be conducted safely.

Staff had supported people to maintain contact with friends and family during the pandemic via window visits, telephone calls and face time calls.

Staff had received refresher training in infection prevention and control best practice guidance. Information and ongoing government guidance in the management of COVID-19 was shared with staff.

Staff and people using the service participated in the testing and vaccination programme. COVID-19 related risk assessments had been completed, and contingency plans and relevant policies were in place to manage a COVID-19 outbreak.

Isolation, cohorting and zoning was used to manage the spread of infection. This meant people self-isolated in their bedrooms rooms where necessary. We observed staff wearing the correct PPE throughout our inspection.

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 Georges

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 19 January 2022 and was unannounced.

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 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.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach. We discussed the laundry and cleaning practice at the service with the registered manager and director. Inconsistent practice and oversight increased the risk of cross contamination. Action was taken to address this and make improvements.