

St. Andrew's Residential Care Home Limited

# St Andrew's Residential Care Home Limited

## Inspection report

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31 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 Andrew's Residential Care Home Limited is registered to provide accommodation and nursing or personal care for up to 24 older people. At the time of our visit the service was fully occupied.

We found the following examples of good practice.

People were supported to see their relatives and the provider ensured the visiting arrangements were in line with the current guidance. The provider introduced two external visiting areas that could be used as an alternative to visiting people in their bedrooms. Where people chose or required to have visitors in their bedrooms, for example where people received end of life care, the registered manager ensured they risk assessed whether the number of visitors at any given time was not compromising the safety of the people living at the home. Staff also ensured people were able to stay in touch with their families via video calls or phone calls.

There were measures in place to ensure safe visiting and these included presenting proof of a negative lateral flow device's test result and a proof of vaccination against COVID-19. Infection control procedures and the requirements to use the appropriate personal protective equipment (PPE) were explained to visitors on arrival and their temperature had been checked.

Staff received training in infection prevention and control and correct use of PPE and there was a stock of appropriate PPE available. Regular COVID-19 testing regime was in place for both, the people living at the service and the staff.

The registered manager praised the commitment of her team and said, "Everyone came together". They told us how the entire team remained flexible and 'pulled out all the stops' to ensure people received continuity of care throughout the pandemic.

There was a safe system of ensuring any new admissions were only possible after a confirmed negative result of the COVID-19 test was received.

The registered manager reported good support from the local health professionals as well as from the provider.

## 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 Andrew's Residential Care Home Limited

## **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 31 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.

### Visiting in care homes

The registered manager ensured people were supported to see their relatives safely and in line with the current guidance. The provider introduced two external visiting areas that could be used as an alternative to visiting people in their bedrooms. Where people chose or required to have visitors in their bedrooms, for example where people received an end of life care, the registered manager ensured they risk assessed whether the number of visitors at any given time was not compromising the safety of the people living at the home.

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.