

Elmwood Residential Home Limited

# Elmwood Residential Home Limited

## Inspection report

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09 February 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

Elmwood residential home is registered to provide accommodation with personal care for up to 38 people with physical disabilities, long term medical conditions or memory loss.

We found the following examples of good practice.

The home was clean and free from odours. Housekeeping staff completed cleaning schedules and frequent cleaning of regularly touched surfaces was implemented.

The provider had a regular programme of COVID-19 testing for people in the home, staff, and visitors. All visitors, including professionals, were subject to a range of screening procedures, including showing evidence of vaccination and a negative lateral flow test before entry into the home was allowed. The provider had installed a shelter outside of the main front door to facilitate these checks.

Visits with relatives and friends were accommodated and adaptations made in response to the changing government guidelines. Two rooms had been adapted which were accessed from the garden through french doors. Each room had a screen, comfortable seating, PPE and handwashing facilities. The rooms were bright and had an intercom to improve communication. The registered manager told us visitors were asking to use these rooms even though they did not have a Covid-19 outbreak at the home.

The providers infection prevention and control policy was regularly reviewed and updated to ensure it was appropriate and in line with current guidance. There were regular cleaning audits and the provider shared with us a robust infection control audit they had completed in February 2022 which was reviewed every three months.

The provider ensured enough stock of appropriate protective equipment (PPE) was available for people, staff and visitors. Staff confirmed there was always plenty of PPE available.

Staff continued to support people to access health services. Arrangements were in place to ensure people remained safe if they required a hospital admission.

Workforce pressures were not having a detrimental impact on the delivery of the service.

## 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**

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## **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 9 February 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 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.

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.