

# St Andrews Care Homes Ltd

# Elcombe House

## Inspection report

61 De Parys Avenue  
Bedford  
Bedfordshire  
MK40 2TR

Tel: 01234266010

Website: [www.standrewscarehomes.co.uk](http://www.standrewscarehomes.co.uk)

Date of inspection visit:  
15 February 2022

Date of publication:  
28 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Elcombe House is a residential care home supporting up to 23 people with personal care. At the time of our inspection 21 people were living at the home. The service had been designed to support people living with dementia or physical disabilities. People had their own bedrooms, some of which had en-suite facilities. Other shared communal areas included lounges, dining room, bathrooms and a garden.

We found the following examples of good practice.

Systems were in place to support safe visiting to the service. All visitors were subject to a range of screening procedures, these included providing evidence of a negative lateral flow test (LFT), completing a COVID-19 questionnaire and having their temperature taken. Professionals visiting people at the home had to show their COVID-19 vaccination passes or show proof of their exemption.

People living in the care home and staff were tested regularly for COVID-19. Staff had been vaccinated against COVID-19.

Staff wore personal protective equipment (PPE) correctly. The care home provided PPE for all visitors to the site, ensuring that everyone was protected from the risk of cross contamination. Hand sanitiser was readily available throughout the home; and there were also hand washing facilities. Staff had received training on PPE and infection prevention and control (IPC).

The care home looked clean and there were no malodours. Communal areas were well spaced and people, with the support from staff were encouraged to maintain social distancing.

People had been supported to have visitors come to the care home in line with COVID-19 visiting guidance. The service had converted one of their bedrooms into a visiting pod where a screen had been installed to support safe visiting. When face to face visits were not able to go ahead the service supported people to maintain contact with friends and family through use of the telephone and video calls.

## 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**

# Elcombe House

## **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 15 February 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.

The provider was facilitating visits for people living in the home in accordance with current guidance. Additional visits such as for essential care givers were facilitated when required for any end of life care.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.