

Milton Keynes Council

# Kilkenny House

## Inspection report

Kilkenny House Very Sheltered Housing Scheme  
Stoneliagh Court Westcroft  
Milton Keynes  
Buckinghamshire  
MK4 4BP

Tel: 01908506408

Date of inspection visit:  
10 February 2022

Date of publication:  
04 March 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Kilkenny House is a sheltered housing with care scheme, registered to provide personal care support for older people. At the time of our inspection there were 32 people receiving personal care.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

We found the following examples of good practice.

The registered manager had taken steps to ensure staffing was sufficient to fully meet people's needs. Staff had worked flexibly, often taking on new responsibilities to ensure people continued to receive safe care and support.

The provider supported people to engage with the vaccination programme. They made reasonable efforts to help people to understand vaccination, including using the most appropriate communication for each person.

The provider followed relevant COVID-19 testing guidance. This included staff testing requirements as well guidance on testing for people using the service and visitors.

Isolation, cohorting and zoning was used to manage the spread of infection. This meant people self-isolated in their flats when necessary.

Staff received Infection Prevention and Control (IPC) training and followed the providers IPC procedures. This included wearing Personal Protective Equipment (PPE) and washing and sanitising hands regularly. PPE stations were available throughout the service and there were sufficient stocks of PPE available.

## 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**

# Kilkenny 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 10 February 2022 and was announced. We gave the service two 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.

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.
- A generic risk assessment was in place for all staff who worked at the service. However, for staff in high risk groups such as those who were clinically 'extremely vulnerable', specific risk assessments had not been completed to check whether reasonable adjustments were required.
- Monthly infection control audits were not completed to ensure infection risks to people were thoroughly assessed and managed.

We have signposted the provider to resources to develop their approach.

