

Colleycare Limited

St Lauras

Inspection report

32
High Street
Kings Langley
WD4 8BH

Tel: 01923260827

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15 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

St Lauras is a purpose-built residential care home offering accommodation to people over three floors. The fourth floor being used for facilities like kitchen, laundry, staff room and a cinema room used by people living in St Lauras.

We found the following examples of good practice;

The registered manager completed a root cause analysis following a recent outbreak in the home. They were planning to use learning from this to manage risks more effectively in any future outbreaks.

Staff received Infection Prevention and Control (IPC) training and how to correctly put on and take off their Personal Protective Equipment (PPE). The registered manager requested help from external health professionals to deliver refresher training in these areas for staff.

Areas of the home were clean and well ventilated. The registered manager implemented robust deep cleaning schedules and regular checks were in place to check the environment was hygienic and IPC procedures were followed.

There was an incident where a positive test result for a person had not been reported to the registered manager. Following this the registered manager reported to local safeguarding authorities, lessons were learnt and shared with all the staff team to ensure there were no further occurrences.

Visitors were informed of the correct process they had to follow when visiting people in the home. There were no restrictions on visits prior to the outbreak. During the outbreak the registered manager followed government guidance for allowing visitors and they were supported by health and social care professionals.

Staff carried out a rapid test before they started their shift. During the outbreak they were allocated to work only to one unit in the home as far as possible. Agency staff were used to cover for staff absences, however, at times had to support other units to ensure people received care safely.

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 Luras

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 15 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.
- The provider supported visiting and remained up to date with current government guidance. People were enabled to receive visitors and maintained contact with people important to them.

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.