

A. Welcome House Limited

Kathryn's House

Inspection report

43-49 Farnham Road
Guildford
Surrey
GU2 4JN

Tel: 01483560070

Date of inspection visit:
28 February 2022

Date of publication:
08 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

Kathryn's House is a residential care home supporting up to 29 people. Care is provided across three floors in one adapted building. At the time of our visit there were 26 people at the home.

We found the following examples of good practice.

Infection control processes were regularly reviewed by the registered manager and deputy manager. A range of audits were completed including a specific COVID-19 audit which reviewed additional measures implemented in response to the pandemic. Staff received infection control training which was regularly updated and discussed in team meetings and daily handover meetings. Training included the safe use and disposal of personal protective equipment (PPE). Staff had access to sufficient PPE and were observed to use this correctly.

Cleaning schedules had been adapted to ensure high touch areas were cleaned regularly and hand gel was available throughout the home. Cleaning products used had been changed where required to ensure they were effective. Adaptations to the home had been made such as creating a testing and PPE area and implementing a quiet room where people could have video calls with their loved ones.

Testing for COVID-19 was completed in line with government guidance. Contingency plans were in place to guide staff on the appropriate action to take should anyone test positive. The registered manager ensured on-going learning through membership of external forums, working with health care professionals and analysis of the home's practices. This included developing resources and additional checks when people were isolating to minimise risks such as social isolation, loss of mobility and ensuring people ate and drank well.

Visiting protocols were in place which included a booking system for visits and information for Essential Care Givers. Visitors were required to complete health checks prior to entering the home which included a test for COVID-19. Government guidance for visiting was followed and people and their relatives informed when changes were made. People were able to receive their visitors in their rooms, communal areas or in the visiting pod, depending on their preference.

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

Kathryn's 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 28 February 2022 and was announced. We gave the service three days' 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 able to see their visitors in line with current guidelines. A booking system was used enable visits to be managed safely and visitors were asked to complete a test for COVID-19 prior to entering the home. People were able to go out with their families and friends as they wished. Where visiting remained difficult for people or their loved one's staff arranged video calls or external visits in line with people's needs and preferences.

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.