

Coverage Care Services Limited

Montgomery House

Inspection report

Sundorne Road
Shrewsbury
Shropshire
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Tel: 01743297970

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14 March 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

Montgomery House is a nursing home providing personal and nursing care to up to 90 people, some of who live with dementia. The home is divided into five separate units. At the time of our inspection, 88 people were using the service.

We found the following examples of good practice.

People were supported by staff who were provided with the necessary PPE required to carry out their role safely. PPE was readily available throughout the home at designating donning stations.

The home appeared clean and hygienic and cleaning was ongoing throughout the inspection. The home was uncluttered and well ventilated. When someone tested positive for COVID-19, their rooms were deep cleaned using a fogging machine.

People who had tested positive for COVID-19 self-isolated where possible. Where they were unable to do so due to their cognitive and mobility needs, staff encouraged people to distance and clear risk assessments were in place to mitigate risk.

People were admitted to the home in line with current admissions guidance. Additional control measures had been put in place to reduce risk such as ensuring the negative COVID-19 test result came directly from a person's GP and requesting further tests were undertaken if an admission was delayed.

Staff were well supported by the provider. Staff had access to an employee assist programme and the provider's human resources department if they needed additional support. Staff were also paid full pay if they were absent from work due to COVID-19.

A thorough corporate risk assessment was in place specific to COVID-19 that gave clear guidance on how to deal with a COVID-19 outbreak.

The provider had a good understanding of when and how to access local infection prevention and control (IPC) resources when they needed advice and support. Positive feedback was received from professionals who had supported the service with IPC.

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

Montgomery 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.

We received information of concern about visiting arrangements in place during a COVID-19 outbreak at this service. This was a targeted inspection looking at the infection prevention and control measures 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 on 14 March 2021 and was unannounced. We gave the service no 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 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's infection prevention and control policy was up to date.
- The home was compliant with current government guidance in relation to care home visiting at the time of a COVID-19 outbreak. People were permitted to have visits from essential care givers during this time when they had tested negative for COVID-19. Where they had tested positive for COVID-19, they were permitted to have essential care giver visits in exceptional circumstances such as where they were end of life or if it was necessary for a person's mental health and emotional wellbeing. A visiting policy was in place that visitors were required to comply with that included wearing Personal Protective Equipment (PPE) and showing evidence of a negative COVID-19 test result before being permitted entry to the home. The visiting policy was communicated to families via email and this was also accessible upon arrival at the home.
- We were not always assured that PPE was used effectively. Whilst the majority of staff wore PPE in line with current guidance, we saw two staff members who were not wearing a fluid resistant mask at all and one contractor who was not wearing PPE in line with guidance. Although both staff members were not supporting people who lived at the home, this did not comply with current guidance around wearing PPE in care homes. This was addressed by the registered manager immediately. The registered manager also told us following the inspection that additional action had been taken to address this.
- We were not always assured that the provider was making sure infection outbreaks were effectively prevented. Whilst staff were generally allocated to different units in the home, during the inspection we saw three staff members who were allocated to work in different units taking their breaks at the same time in the same room on the laundry floor. This meant there was a risk of cross contamination and spread of infection across the home when the staff members returned to duties on their specifically allocated units. Following the inspection, the registered manager told us this had been addressed immediately and all staff would now be required to undertake their breaks on the unit they had been allocated to work.

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