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Normanhurst Care Home

Inspection report

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15 March 2021

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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

Normanhurst Care Home provides accommodation and support for up to 75 people. At the time of our inspection, there were 50 people living at the home.

We found the following examples of good practice.

The premises was clean and hygienic and there was a designated housekeeping team. The cleaning schedule included cleaning of frequently touched surfaces and there were charts in designated areas such as the lift for staff to sign when they had cleaned the buttons. Signs had been put up around the home to identify 'pinch points', narrow areas of the home where staff were likely to cross one another. This reminded staff to be aware of other people coming towards them in these areas.

Staff were wearing personal protective equipment (PPE) in line with government guidance. Staff had received training in how to safely put on and take off PPE as well as in infection prevention and control (IPC).

Staff found it difficult to encourage people to socially distance but had changed the environment to support social distancing such as spreading out chairs out in the lounge. Activities had been adapted at the home to be suitable for smaller groups. The home had recently re-introduced an externally led keep fit class for people. The instructor completed a lateral flow test, temperature check and health screening each time they entered the building and ensured they kept a safe distance away from people. The activity team had focused on one to one and small group activities for people.

People were able to receive visits from their loved ones. The home had a designated visitors area and a risk assessment in place for visits. Throughout the pandemic, visits for people at the end of their life had been supported by staff. For people who were not able to receive visitors, staff had supported people to use video calling technology.

The registered manager had kept relatives and people living at the home up to date with any changes through the home's newsletter. For example, when the Prime Minister's road map out of lockdown was announced, the newsletter produced explained each step and what it meant for people living at the home.

The home also had a designated COVID-19 team, this team was responsible for calling all relatives of the home to keep them up to date with current visiting guidance. The COVID-19 team was responsible ensuring safe IPC practices were followed in the visitors and the testing area.

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

Normanhurst Care Home

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 the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 15 March 2021 and was announced.

Is the service safe?

Our findings

S5. 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 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.

We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Clinical waste bins were not all foot pedal operated which meant that staff had to touch the bin in order to open the lid to dispose of used PPE. Bins were emptied throughout the day and cleaned on a weekly basis. Staff washed their hands after disposing of PPE. The registered manager assured us they would buy foot pedal operated bins for the home. On our inspection we identified an issue with an aspect of waste disposal and this was immediately addressed by the registered manager.

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