

The Orders Of St. John Care Trust

OSJCT Seymour House

Inspection report

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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

OSJCT Seymour House is a care home, providing residential and dementia care for up to 42 people. At the time of the inspection, there were 39 people living at the home. OSJCT Seymour House is a two-storey, purpose built home, with communal lounge and dining areas, as well as large gardens.

We found the following during our visit:

Most people living on the first floor of the home had a positive diagnosis of COVID-19. We found areas where best practice guidance for the control of infections was not being followed. These included a clinical waste bag on the floor of a person's bedroom, with the contents on their carpet. Also, a staff member was observed not following safe waste disposal procedures.

We reported our concerns to the management team of the home. We were advised of appropriate bins being ordered, to support safe clinical waste disposal. The staff member observed also had their practice addressed in-line with the home's policies and procedures. The management team were also provided with guidance and supportive feedback from the visiting public health nurse, to improve their infection control practice.

Cleaning schedules were in place and we were advised the house-keeping team were supported by the care and maintenance staff. The cleaning completion checks did not always match with the tasks set on the cleaning schedule. These included cleaning light switches and call bells in people's bedrooms once daily, rather than twice daily, which was identified as the requirement on the provider's cleaning schedule.

At the time of our inspection, the home was operating on low staffing numbers, which had been risk assessed as being safe operating practice. Care and maintenance staff were supporting the housekeeping team to clean 'touch points' in the communal areas, such as light switches and lift controls.

Visitors to the home were required to change their clothing, have their temperature checked, wash their hands and put on personal protective equipment (PPE). There were well-stocked supplies of PPE, including gloves, aprons and face coverings. There were well established supply chains and ordering processes for PPE.

People were supported to maintain contact with relatives with phone calls and video calls. Before the COVID-19 outbreak, people were supported to see their relatives in the visitors' room.

We observed staff wearing the correct PPE. Staff cleaned mobility equipment such as hoists and stand-aids after each use and this was clearly identified with signage. Festive decorations had been installed safely, to reduce the number of people who came into contact with them, but still allowing the displays to be enjoyed.

Further information is in the detailed findings below.

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

OSJCT Seymour House

Detailed findings

Background to this inspection

The 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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

Inspection team

This inspection was carried out by one inspector. We were joined on the inspection by a specialist health protection nurse from the local authority. This was to reduce the burden on staff of having multiple visits during a COVID-19 outbreak.

Notice of inspection

This inspection took place on 8 December 2020 and was announced.

Service and service type

OSJCT Seymour House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and used information the provider had sent us in statutory notifications. We used all of this information to help plan our inspection.

During the inspection

We were given a tour of the home by the peripatetic operations manager. Due to the number of staff affected with positive COVID-19 tests, the home was operating with minimal staffing numbers. Because of this, we did not take staff away from caring duties to speak with them during our visit. We reviewed staff training completion statistics, risk assessments for vulnerable staff, and also policies relating to safe working practices.

After the inspection

We requested and were sent documentation about cleaning schedules and completion. We were also provided with assurances that action had been taken to address the areas of concern highlighted during the visit.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were not fully assured that safe infection prevention and control measures were consistently being followed. We were sent cleaning checklists after the inspection, for the week we visited the home. The lists showed items and areas requiring cleaning twice daily in the bedrooms of people with a positive COVID-19 test were only being completed once daily. These included cleaning light switches and call bells. We were advised by the peripatetic operations manager that the housekeeping team were being supported by the care and maintenance staff. They told us that care staff cleaned the 'touch-points' around the home multiple times a day. These included communal area grab rails, lift buttons, and light switches.
- We were not fully assured that the provider was promoting safety through the layout and hygiene practices of the premises. Due to the number of people who had tested positive for COVID-19, there were not enough suitable bins for clinical waste disposal and we observed a clinical waste bag on the floor, with the contents on the person's carpet. The home were awaiting a delivery of suitable bins, to improve the safe waste disposal practices. We also observed a staff member walking through the first floor of the home with potentially infectious waste that was not in an appropriate waste disposal bag. This practice was addressed with a staff supervision meeting and discussion about appropriate practice and procedures.
- We were assured that the provider was preventing visitors from catching and spreading infections. Visitors were required to have their temperature taken and have their contact details recorded. There was a hand-washing station in the entrance to the home and supplies of personal protective equipment (PPE). The PPE included gloves, face masks and aprons. There was a room separate to the main home, designated for people's family and friends visiting them. Visiting was stopped while the home had a COVID-19 outbreak.
- We were assured that the provider was meeting shielding and social distancing rules. We saw people were being supported to stay in 'bubbles' based on the floor of the home their bedroom was on. People's bedroom doors were closed where possible, to reduce the likelihood of people going into other people's bedrooms and following good practice guidance. Where possible, staff worked only on one floor of the home. Any agency staff working at the home were required to only work at OSJCT Seymour House and to have regular COVID-19 testing. There were risk assessments in place for operating on minimal staff numbers due to half of the staff team self-isolating, having had positive COVID-19 test results at the same time.
- We were assured that the provider was admitting people safely to the service. There were policies in place for admitting people to the home. People needed to have a negative test prior to admission and to isolate for the required length of time.
- We were assured that the provider was using PPE effectively and safely. There were well established order processes and supply chains for PPE. We observed staff wearing their PPE appropriately. There were PPE stations throughout the home. Staff were also spot-checked for their use of PPE and hand-washing.
- We were assured that the provider was accessing testing for people using the service and staff. The staff at the home were tested weekly. People were tested monthly, or if displaying any symptoms of potential COVID-19. The test results were overseen by the registered manager and staff testing positive self-isolated in accordance with government guidelines.
- We were assured that the provider's infection prevention and control policy was up to date.

- Feedback and guidance was provided to the management team from a public health nurse for the local authority. This feedback was well-received and we saw confirmation that action had been taken to address any areas of concern found at this inspection.