

The Orders Of St. John Care Trust

OSJCT The Coombs

Inspection report

The Gorse
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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 The Coombs 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.

OSJCT The Coombs is registered to provide accommodation and personal care to 40 older people and people living with a diagnosis of dementia. At the time of our inspection 27 people were receiving care and support.

People received care in the main building and in three connected, smaller units. The main building, as well as the units, provided people with ample lounge and dining room space which supported social distancing. The units have their own smaller kitchens. Each bedroom has a sink for washing and there are nearby communal bathrooms and toilets.

We found the following examples of good practice.

Relatives' visiting was being determined through a dynamic COVID-19 risk assessment process. At the time of the inspection, relatives' visiting was not permitted inside the care home, only for exceptional circumstances, such as end of life. Window visits had also been postponed due to the home's recent COVID-19 outbreak. A visiting room, fitted out in line with government guidance, was ready for use, when it was considered safe to use this.

Healthcare professionals such as GPs and emergency services personnel had continued to visit and attend to people's medical needs. All other non-essential visits had been stopped. Nurses employed by the service attended to people's nursing needs. At the time of the inspection visits by community nurses were resuming again following the service's COVID-19 outbreak. When asked about how they had been looked after during this time one person said, "We were well looked after" and another person more recently admitted to the service said "The care is very very good."

People were supported to keep in contact with family members and friends through telephone calls and the use of other technology and social media platforms.

The service followed the government's guidance on admissions to care homes. All prospective admissions had to have a negative COVID-19 test result within 24-48 hours prior to admission. Once admitted people were immediately supported to self-isolate in their bedrooms for 14 days to reduce the risk of potential infection spreading. We observed this practice in place for three people who had been admitted since the service's COVID-19 outbreak. Arrangements were in place for these people to prevent them from becoming distressed by this process.

All those living in the service at the time of the COVID-19 outbreak had been supported to self-isolate. During

the inspection these people were being supported to socially mix again (if they wished to) in a safe way. Staff were supporting social distancing by, monitoring people's movement around the home, limiting the numbers of people using communal rooms and by placing items of furniture, such as small tables, between armchairs. We observed staff also adhering to safe social distancing whilst attending a meeting.

Staff were following the government's guidance on how to work safely in care homes, which meant they wore appropriate personal protective equipment (PPE) which included the wearing of fluid repellent masks at all times. The provider had ensured adequate supplies of PPE were available at all times and had trained their staff to put on and take off PPE correctly. PPE was being stored and disposed of safely. Relatives visiting for exceptional reasons were supported to wear appropriate PPE.

Staff continued to monitor people for the signs and symptoms of COVID-19. All visitors to the home were checked for potential signs of COVID-19.

COVID-19 testing continued to be completed in line with government guidance. During the home's COVID-19 outbreak managers had remained in contact with the local health protection team and had followed instruction on testing given by Public Health England (PHE).

At the time of the inspection full Infection, Prevention and Control (IPC) measures were in place. These included the correct use of PPE, support with social distancing, safe laundry and waste management, appropriate COVID-19 testing, appropriate cleaning arrangements and continued infection control auditing.

The provider's COVID-19 policies and procedures were available to all staff and continue to be reviewed accordingly. The service's outbreak management plan had evolved as the service's outbreak had developed. Subsequent lessons had been learnt from this experience; additional processes had been added by the service's managers to assist them with the tracking and identification of COVID-19 risks.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service was following safe and correct infection prevention and control procedures.

Inspected but not rated

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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 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.

This inspection took place on 4 February 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 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.