

Penhill Residential Home Ltd

Penhill Residential Home

Inspection report

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20 January 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

Penhill Residential Home provides personal care to up to 19 people. The home is over two floors, there is a lounge, conservatory, office and a small hallway entrance. At the time of the inspection there were 12 people living at the service.

People's experience of using this service and what we found

We inspected the service and were assured the service was managing infection control procedures relating to the risks of coronavirus and other infection outbreaks effectively. For example, we found staff had access to plenty of personal protective equipment (PPE) and PPE trolleys were available throughout the home. Staff confirmed they changed their face mask in between supporting people with personal care. Although we did not observe this practice this is not in line with current guidance that confirms face masks can be used while caring for a number of different residents regardless of their symptoms. We highlighted this to the management team who confirmed they would discuss this information with staff.

The service had a mixture of open waste paper bins, swing top bins and bin bags tied to the side of PPE trolleys to dispose of used PPE. This could increase the risk of cross infection due to bins not being the pedal type which could mean people and staff being exposed to PPE that was dirty and contaminated. Staff were disposing of PPE into a tied bag that was left for 72 hrs whilst supporting anyone with symptoms, self-isolating or who had tested positive for coronavirus.

The dining area had been set up to support social distancing. However, we found the lounge area and conservatory had not had chairs removed so that there was good spacing between people. We raised this with the registered manager who confirmed they would review the situation.

We found the following examples of good practice.

People were supported to keep in touch with families. This included visits within the service in the conservatory area where people could have visits from behind a Perspex screen. People were also having visits for those who were receiving end of life care.

There was a system in place to take visitor's temperature on arrival and this was recorded electronically. People had their temperatures checked daily and staff were aware of the different symptoms people could have if they had contracted coronavirus. Additional cleaning regimes were in place to ensure high standards of cleaning. This included paying attention to high touch areas such as door handles, light switches and bannisters. The service was clean and odour free.

The service had good relationships with the local GP practice. The provider was testing staff every week and people monthly.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Penhill Residential Home on our website at www.cqc.org.uk

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected not rated.

Inspected but not rated

Penhill Residential 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 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 20 January 2021 and was announced. One inspector undertook this inspection.

Is the service safe?

Our findings

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 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 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.
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- We were somewhat assured that social distancing rules were being adhered to for example tables were spaced in the dining area and there were limited chairs so tables were not over crowded. However, we found the conservatory and lounge area chairs had not been removed to support an adequate distance between each resident. We raised this with the registered manager.
 - We were somewhat assured the service was managing used PPE safely. For example, used PPE from people who were symptomatic or who had tested positive PPE was disposed of into a bag and tied and left for 72 hours. However, we found not all bins in the toilets or people's rooms were pedal bin types and dirty PPE was left open in a bin bag which was tied to the side of the PPE trolley. We raised this with the registered manager who confirmed they would order pedal bins following the inspection.
 - We were somewhat assured staff wore their PPE as required as staff confirmed they removed all PPE including their face masks in between supporting different people and would be without a mask for a short period of time. We didn't observe this practice however this was not in line with current guidance and could mean staff were at risk for the time they were not wearing a mask. Current guidance confirmed, "The mask is worn to protect you, the care worker, and can be used while caring for a number of different residents regardless of their symptoms". We fed this back to the registered manager for them to review this situation.

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