

Ablecare Homes Limited

Rosewood House

Inspection report

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15 June 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

Rosewood House is registered to provide accommodation and personal care for up to 17 people. There is one shared room however this is only ever used by one person, reducing occupancy to 16. At the time of our inspection there were 13 people living in the home.

We found the following examples of good practice.

Staff greeted visitors at the entrance to the home and took their temperature, and ensured they were wearing the correct Personal Protective Equipment (PPE). Visitors to the service completed a lateral flow test and were only permitted to enter if the test was negative.

Arrangements for visiting were displayed clearly so health and social care professionals, friends and family knew what was expected of them to keep people safe.

Visitors had to leave their contact details as part of a track and trace and complete a health declaration. There was a supply of masks available at the entrance to the home for visitors and a good system of meeting and escorting to an area of the home to enable hand washing to maintain people's safety.

Routine testing was in place for staff, visitors and people who use the service. Where people lacked capacity individual assessments and best interest decisions had been made in consultation with health care professionals and family in relation to testing and vaccinations. People and staff were supported and encouraged to have their vaccinations.

Staff wore appropriate PPE and the provider had access to sufficient supplies. There were designated areas for staff to safely put on and take off their PPE.

We observed a person who had recently been admitted to the home using communal areas prior to the completion of the 14-day isolation period. The registered manager provided us with assurances that the person had been tested on three occasions and all had returned a negative result. They said they had used a risk-based approach and taking advice from Public Health England on the period of isolation because this person had lived on their own prior to admission. Documentation was in place to support the decision process. Where people were discharged from hospital or another care facility people were expected to self-isolate for the 14 days in line with government guidance.

The provider and registered manager had ensured that staff had up to date information to keep people and staff safe. The organisation had been responsive and supported staff and offered up to date guidance and ensuring there was enough PPE available.

All staff had received additional infection prevention and control training, and training in RESTORE2 was underway. This training provides a framework for staff to recognise the early signs of a person's health deteriorating meaning health intervention could be sought quicker. People and staff's temperatures were taken daily as a means of early detection of COVID-19.

Staff were well supported, and risk assessments had been completed to ensure they were not at higher risk due to the pandemic. Staff we spoke with told us they felt safe whilst at work.

Three people told us they also felt safe, they felt well supported by the staff and confirmed the home was regularly cleaned.

There were clear policies, procedures, quality assurance checks and contingency plans in place in respect of managing the pandemic and keeping people and staff safe. The provider had commissioned an expert to help with ensuring the service was safe during the pandemic, which included taking part in a study run by a local university.

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

Rosewood 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.

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 June 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 somewhat assured that the provider was using PPE effectively and safely. Staff told us that on occasions they ate alongside people who use the service, meaning they were not wearing their mask. We observed a member of staff drinking a hot drink in close proximity of a person which meant the staff was less than 2 metres of a person and not wearing a mask. This was not in line with government guidance. After the inspection we discussed this via email with the provider who provided assurances that this practice would stop, and staff would always wear their mask when in close proximity to people living in the home minimising risks of spreading COVID-19. There was a risk assessment in place in respect of staff eating with people. The provider was seeking advice from public health.
- 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 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 assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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