

St Saviours Care Home Limited

# St Saviours Care Home

## Inspection report

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23 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

St Saviours Care Home is a residential care home providing personal care and accommodation for up to 58 people in one purpose-built building. At the time of the inspection 51 people were supported, some of whom were living with a dementia.

We found the following examples of good practice.

Visitors were protected from catching and spreading infection. The home was closed to all but essential visits on the day of our inspection due to an ongoing outbreak of COVID-19. Visitors were asked to complete a Lateral Flow Device test (LFD) before they entered to ensure they were not infected. The home provided appropriate personal protective equipment (PPE) to accommodate visits. This included face masks and aprons.

People who tested positive for COVID-19 were asked to self-isolate in their own bedrooms for 14 days. People who completed their isolation period were able to access communal areas, however some people decided to continue to stay in their bedrooms. People had been supported to socially distance.

People's health and wellbeing was monitored using nationally recognised physical deterioration and escalation tools. People were observed for symptoms of COVID-19 and other potential infections. Healthcare professionals had continued to provide clinical support to people when it was required.

People were supported and encouraged to maintain contact with their relatives via phone calls and video calls.

Staff had received training in donning and doffing their PPE. There were multiple PPE stations available for staff throughout the home. We observed staff were wearing PPE in accordance with the latest guidance.

The testing scheme for all staff and residents had been conducted – known as 'whole home testing'. Testing had helped the registered manager identify when full infection control measures needed to be implemented and when staff needed to self-isolate.

The home environment was clean. Domestic staff had designated areas they cleaned throughout their shift.

The provider had robust contingency plans in place to ensure the safety of the service during the pandemic.

## 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**

# St Saviours 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 care homes with outbreaks of COVID-19, 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 23 March 2021 and was unannounced.

# 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 somewhat assured that the provider was meeting shielding and social distancing rules. People who lived with the dementia and were unable to socially distance did not have any risk assessments in place to reduce the risk of infection spread. The provider had not carried out risk assessments on staff belonging to a higher risk group and actions had not always been taken to reduce the risks. This put people at staff at higher risk of becoming ill due to COVID-19.
- 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 somewhat assured that the provider's infection prevention and control policy was up to date. Actions had not always been taken to consider and reduce the impact to people or staff who may have been disproportionately at risk of COVID-19 such as people from Black, Asian and Minority Ethnic (BAME) groups.

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