

Friends of the Elderly

Orford House Residential Care Home

Inspection report

Woodcote Park
Meadow Hill
Coulsdon
Surrey
CR5 2XN

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13 January 2022

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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

Orford House is a residential care home providing personal care for up to 29 people and specialises in supporting older people some of whom may be living with dementia. At the time of our inspection there were 21 people living in the home.

We found the following examples of good practice:

The provider was following best practice guidance to prevent visitors to the home spreading COVID-19 infection. The provider kept in touch with family members and people's friends through emails.

The provider had arrangements for visitors to meet with people virtually through video conferencing and physically in visiting pods (designated area for visits) with a transparent screen separating the room and an intercom for people to speak with their family. All visitors were asked to complete a COVID-19 screening form on arrival, and had their temperature checked. Visitors had to show proof of negative lateral flow test taken on the day of the visit; in addition, visiting professionals had to show proof of their COVID-19 vaccination. People were supported to see their family in the garden during summer and the provider also facilitated window visits.

In order to control the spread of infection the provider informed us that they spaced out lunch times for staff. The provider informed us that all service users required personal care and staff used Personal Protective Equipment including gloves, mask and apron when providing personal care and when social distancing was not possible.

All COVID-19 positive service users were isolated according to Public Health England Guidelines.

The provider had an admissions process in place. The provider informed us that as soon as the service users arrive, they perform a lateral flow test in the car park and a PCR test was undertaken on the day of admission into the service. The provider informed us that all new service users were usually isolated for 10 days; however, if the service users had received two doses of the COVID-19 vaccine and received a negative COVID-19 PCR test after admission, they were not required to isolate.

The home had PPE stations for staff to don and doff (put on and take off) Personal Protective Equipment (PPE).

Our observations during the inspection confirmed staff were adhering to PPE and social distancing guidance.

The provider informed us that all staff had received the infection prevention and control and personal protective equipment training.

The provider informed us that all staff undertook daily COVID-19 lateral flow tests and weekly PCR tests. The provider confirmed us that all staff working at the service had received the first two doses of COVID-19 vaccine and some of the staff had received their booster dose. The provider had maintained a vaccination and testing register for staff and service users.

The provider had ensured staff who were more vulnerable to COVID-19 had been assessed and plans were in place to minimise the risk to their health and wellbeing. The provider informed us that they had an open-door policy and have regular meetings with staff; they also had an instant messaging group for staff where they could contact the manager any time through their smartphone. The provider informed us they supported the wellbeing of staff by encouraging them to take regular annual leave, allowing them to attend hospital appointments during work time, providing extra annual leave for staff who may have family issues. The provider also informed us that they gave Christmas presents for staff. The care home manager indicated they had a really good support system in place and were supported by the management; the manager informed us that they attended a six-week learning course where they discussed on how to deal with issues related to COVID-19.

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

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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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 13 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The clinical waste bins outside the service were overfilled and were not kept locked; the provider informed us that the waste collection company had not collected the clinical waste bags this week and that they would contact the company and clear the backlog. The provider assured us that a door would be installed for the clinical waste storage area to keep the clinical waste secure. The day following the inspection the provider informed us that all clinical waste bins were collected on the day of inspection and that they had requested a second large clinical waste bin to avoid overfilling.
- 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.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

