

Healthcare Homes Group Limited

Uvedale Hall Residential Home

Inspection report

Coddenham Road
Needham Market
Ipswich
Suffolk
IP6 8AX

Date of inspection visit:
26 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

Uvedale Hall Residential Home is a Georgian building that has been converted to a care home without nursing providing accommodation for up to 29 older people. On the day of our inspection visit there were 25 people living at the service.

We found the following examples of good practice.

We observed staff following good infection prevention and control practices including appropriate use of personal protective equipment (PPE) in line with government guidance to reduce the risk of infection.

Uvedale Hall Residential Home was clean and hygienic throughout with increased cleaning taking place across all aspects of the building. Windows and doors were observed to be open to support with ventilation in the home.

Lateral flow tests were being used in line with government guidance, and staff were routinely completing Polymerase chain reaction (PCR) tests which decreased the risks of infection being present without detection.

People were being supported to receive visits from their family, friends and/ or representatives and these were being completed in line with current government guidance.

Vaccination records were monitored and stored by the registered manager for people, staff and regular visitors. Where visiting professionals attend the service their vaccination status was checked on arrival.

Feedback from people who lived in the home and staff was that there were enough staff to meet people's needs. The registered manager advised that they currently had no workforce pressures and had been able to recruit when needed.

The registered manager advised they rarely had to use agency staff as they were able to utilise existing 'bank' staff to cover shifts, sickness and holidays or extra staff as and when needed. 'Bank' staff are a pool of people trained to the providers standards that can be called on to provide additional cover.

On the occasions where agency staff had been used the registered manager utilised a 'preferred' agency whose staff had worked in the home before and were familiar with the people who lived there and how the provider operated.

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

Uvedale Hall 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 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 26 January 2022 and 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 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.

The registered manager and their staff team facilitated visits for people living in the home in accordance with the current guidance. In addition to named visitors for people, a range of options for visiting people safely was available. This included community volunteers, window visits and a new visiting POD that the provider had specifically installed in the garden grounds.

These measures had been risk assessed, screening and testing and a booking system had been implemented to manage numbers carefully and reduce the risk of transmission. This enabled people to be supported to maintain relationships that were important to them and reduce the risk of isolation.

Government guidance specifies that every person living in a care home should be supported to have an identified essential care giver (in addition to their named visitors) who may visit the home to offer companionship or help with care needs. Essential care givers should be able to visit inside the care home even during periods of COVID-19 outbreak affecting the care home.

The registered manager explained that whilst named visitors for people had been implemented, take up for

essential care givers had been low. They shared their plans to address this through further communications to people's relatives, friends and representatives.

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.