

Enviro Medical Limited

# Coniston House

## Inspection report

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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

Coniston House is a care home providing personal care for up to 27 older people in one adapted building. At the time of our inspection there were 26 people living in the service, some of these people were living with dementia.

We found the following examples of good practice.

Staff were observed wearing, regularly changing and disposing of personal protective equipment (PPE) correctly to reduce the risk of infection. 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.

Feedback from staff and relatives was that there were sufficient staff to meet peoples needs. At the height of the pandemic and during an outbreak staff resided at the care home to reduce infection transmission at to ensure peoples needs were met. One relative told us, "Staff are marvellous, excellent and have gone above and beyond their call of duty. They kept us in touch by phone and letters. We can now visit whenever."

Visitors to the service were welcome, subject to a negative lateral flow test, normal temperature and adherence to wearing the correct PPE and social distancing. Up to two visitors a day were allowed, and the visitors policy was reviewed in line with changes to government policy. One relative said, "I can visit any time, I just need to make an appointment." Visiting professionals were checked for their vaccine status.

Some repairs and improvements to the environment had been delayed due to COVID-19 and sourcing materials. There was a clear plan in place with timescales to make improvements to bathing facilities flooring and repairs to the laundry to increase cleanliness and reduce risk of cross infection.

## 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**

# Coniston 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 how services manage infection control. We received information of concern about 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 visit took place on 13 January 2022 unannounced. We followed up to corroborate our findings with calls to three relatives on 17 January 2022.

# 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The laundry room was due for improvements to ensure the walls and equipment could be effectively cleansed and a shower room floor was due to be replaced due to a rip in the floor covering.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The registered manager agreed to ensure a safe space would be provided for staff possessions, such as coats and bags, that were seen in several places.

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 somewhat meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. The registered manager agreed that a log on entry of checks of visiting professionals would prompt staff to seek assurance and keep a record to protect people.
- 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'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.