

Castle House Nursing Home Limited

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Inspection report

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21 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

Castle House Nursing Home is a care home and provides personal or nursing care for older people and those living with dementia. The home can accommodate a maximum of 47 people.

We found the following examples of good practice.

To minimise the risk of infection transmission, procedures were in place for staff and visitors on arrival to the service. This included taking temperatures, the wearing of personal protective equipment (PPE), checking vaccination status and the provision of a negative lateral flow test (LFT) result.

A visiting policy was in place in line with current guidance. Due to a COVID-19 outbreak at the service additional measures were currently in place.

The service had appropriate donning and doffing areas and staff wore PPE in line with guidance.

Staff had received training in infection control, including handwashing and how to use PPE. Staff were clear on procedures they should follow and were updated about changes by the registered manager. Staff had a designated rest area and took staggered breaks.

The service was spacious which enabled social distancing to be maintained within communal areas. Chairs had been positioned to allow distancing whilst retaining social contact. The service had adapted the environment to enable the use of different entrances, created additional eating and snack areas, enabled zoning of the home, created suitable visiting areas and a visiting pod.

During our inspection, we observed and were told there were sufficient numbers of skilled staff to meet peoples' needs. Measures, such as staff not working in other services and no agency staff use, meant risks were reduced.

Regular COVID19 testing was carried out for people, staff and essential care givers. The registered manager had clear system and processes in place.

We received positive feedback about how the service had been well managed through the COVID-19 pandemic. Including comments about good communication, dedicated and caring staff and clear infection prevention and control practices and systems.

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.

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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 21 January 2022 and was announced. We gave the service one days' 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 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.