

Barchester Healthcare Homes Limited

Paternoster House

Inspection report

Paternoster Hill
Waltham Abbey
Essex
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Date of inspection visit:
21 January 2022

Date of publication:
16 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Paternoster House is a purpose-built residential care home that provides personal care and nursing for up to 108 people across four separate units. At the time of the inspection 67 people were living at the home.

We found the following examples of good practice.

There were sufficient stocks of personal protective equipment (PPE) which staff used appropriately. Staff had undertaken training in relation to infection control.

Cleaning schedules were increased to ensure high touch surfaces such as door handles and light switches were cleaned regularly. Additional cleaning had been introduced to maintain good hygiene standards.

Regular contact exchanges were arranged with people that used the service and their family and friends. Safe visiting spaces had been created.

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

Paternoster 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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 unannounced.

Is the service safe?

Our findings

Staffing and recruitment

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures. We observed there were enough staff on shift to safely meet people's needs.

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. Whilst the provider had not followed current Government guidance for visiting since 14 December 2021, Paternoster House had accommodated any additional requests for visiting by using individual risk assessments. The registered manager told us they had not refused any specific requests to visit. Following the inspection the provider informed us they were now following 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.