

St. Cecilia's Care Services Limited

Normanby House

Inspection report

6 Belgrave Crescent
Scarborough
North Yorkshire
YO11 1UB

Tel: 01723501638

Date of inspection visit:
19 January 2022

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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

Normandy House is a care home which provides residential care for up to 25 older people and younger adults who may be living with dementia, physical disability or sensory impairment. At the time of our inspection 22 people were using the service.

We found the following examples of good practice.

- Systems were in place and processes followed to help prevent people, staff and visitors from catching and spreading infection. Staff completed a comprehensive cleaning schedule to maintain cleanliness and reduce the risk of infection.
- There was enough PPE such as aprons, gloves and masks. A range of additional checks were completed to screen people entering and leaving the service, minimising the risks from COVID-19 and enabling visiting of loved ones.
- People and their relatives were supported to keep in contact using a range of technology.
- Staff and people were tested regularly for COVID-19. Evidence of completion of the required vaccinations was maintained for staff.
- Staff had worked well as a team to help promote people's wellbeing throughout the pandemic. Individual risk assessments helped to keep people safe when enjoying the outdoors, shopping and using the minibus provided.

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

Normanby 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 19 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 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.
- 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.