

Quantum Care Limited

Fosse House

Inspection report

Ermine Close
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30 December 2021
11 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

Fosse House is a 'care home' registered to provide accommodation and personal care for up to 81 older people. At the time of this inspection 60 people were living at the service.

We found the following examples of good practice.

Where visits were being provided at the service, there were robust infection control procedures in place. Visitors were provided with guidance, personal protective equipment (PPE) and completed testing for COVID-19. Where applicable, their COVID-19 vaccination status was also checked.

The service had a process in place to ensure safe admissions. Any admission was carefully planned, with periods of isolation being completed where required and in accordance with guidance.

Risks to people and staff in relation to their health, safety and wellbeing had been assessed. There was support for staff in place which included training, guidance and access to additional support at provider level.

All staff working at the service had been fully vaccinated against COVID-19 or had declared themselves medically exempt. The provider had introduced a process to ensure that staff met the vaccination requirements and had provided evidence to their satisfaction.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Fosse 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 30 December 2021 and was announced. We gave the service 24 hours' notice of the inspection. We reviewed further documentation and the action plan compiled by the provider in response to our findings on 11 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 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 promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider's infection prevention and control policy was up to date.

- We were somewhat assured that the provider was using PPE effectively and safely. We observed three members of staff who were not wearing face masks correctly. The registered manager confirmed they would address these issues immediately with the staff concerned. All other staff were seen wearing PPE appropriately for the tasks they were completing.

In addition, we found that PPE was not readily available within the service. Stocks had not been replenished and there was a single point of access to PPE for staff across units, which could be a supply for up to 25 bedrooms. Action was taken to increase the availability of PPE following this inspection.

- We were somewhat assured that the provider was accessing testing for people using the service and staff. The service was engaged with routine testing for COVID-19. However testing, known as 'whole home testing' conducted during an outbreak, was not being completed within the required timescales. The provider took action to address this.

- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. One person was not being supported to cohort with other people living on the same unit as them, where cases of COVID-19 had been identified. This posed a transmission risk. Additional support was requested from partner agencies following this inspection to guide staff in meeting this person's individual needs.

In addition, staff were gathering to complete handover in the morning before going to the unit they were to work on for that shift. Within this area, staff were also completing their lateral flow tests before commencing work. This posed a transmission risk. The provider took action to address this and made changes to how handovers were being completed.

We have also signposted the provider to resources to develop their approach.

Due to the outbreak of COVID-19 at the service, visits had been restricted to Essential Care Givers and for those people at the end of their lives only. This was in line with Government guidance. However, the registered manager confirmed that restrictions were in place prior to the outbreak with regards to the number of visits per day being offered, the times of day that visits could be facilitated and the duration. We raised this as a concern during our inspection feedback. The provider gave assurances that all visitor arrangements would be reviewed following the outbreak and changes would be implemented to remove the restrictions previously in place.

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.