

The Seckford Foundation Jubilee House

Inspection report

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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

Jubilee House is a residential care home without nursing providing personal care to up to 25 older people, some living with dementia. At the time of the inspection there were 21 people living in Jubilee House.

We found the following examples of good practice.

We observed staff following good infection prevention and control practices including appropriate use of personal protective equipment (PPE) in line with government guidance to reduce the risk of infection.

Jubilee House was clean throughout. Increased cleaning was taking place across all aspects of the home. This included ensuring all high touch points were regularly sanitised.

Windows and doors were observed to be open to support with ventilation whilst a comfortable temperature was maintained.

Policies, and procedures were in place to assist the registered manager and staff to manage any risks associated with the COVID-19 pandemic.

People living at Jubilee House were undertaking COVID-19 testing in line with Government guidance. Appropriate action had been taken if anyone contracted the virus including staff who were supported to self-isolate. Staff absence was being effectively managed where shift cover was required.

During times when visiting had been restricted, due to either Public Health England guidance or an outbreak in the home, people were supported to stay in contact with family and friends through regular video calls and telephone calls, window visits, as well as visits in person where people were considered to be having end of life care.

The management team at Jubilee House had worked in partnership with healthcare professionals including the two local GP practices. If medical advice was needed, this was obtained in a prompt manner.

People had clear care plans in place in relation to COVID-19, this ensured risks could be mitigated and people could be supported in a personalised way.

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

Jubilee 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 14 February 2022 and was announced. We gave the service three 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.

Visiting in care homes

- At the time of the inspection, the home was closed to non-essential visitors due to a COVID-19 outbreak and people where applicable were isolating in their bedrooms. In the interim, video and telephone calls as well as essential care givers were in place for people and their relatives to maintain their relationships.
- Essential care givers (in addition to people's named visitors) is an identified person who can provide the person living in the care home with practical, emotional or mental support and is in close contact with them. Essential care givers should be able to visit inside the care home even during periods of COVID-19 outbreak affecting the care home. Take up for essential care givers In Jubilee House was high.
- The management team were planning a phased reopening of the home once the isolation period had ended. This included using a designated visiting area and booking system to manage visitor numbers safely.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.