

Shaw Healthcare Limited

Forest View

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

Forest View is one of a group of homes owned by a national provider, Shaw Healthcare Limited. It is a residential 'care home' which can accommodate up to 60 people in one adapted building. Most people living at the home were living with dementia, and some people had disabilities associated with older age and frailty. At the time of the inspection there were 52 people living in the home.

We found the following examples of good practice.

People were isolated in accordance with government guidance. Staff understood the impact of isolation on people's wellbeing and thought of creative ways to address this. One-to-one time was utilised to talk to people or offer therapeutic activities such as hand massage or painting their nails in people's rooms. The registered manager purchased additional magazines and puzzle books for people to use. For those that wanted, radios were provided for people who did not have a television in their room and televisions were available to borrow.

We observed all staff within the home wearing face masks. Staff wore personal protective equipment (PPE) as required. Staff had undertaken refresher training in infection prevention and control, the correct use of PPE and their handwashing competence revisited. Staff told us they felt confident in the use of PPE and the processes in place for managing stock and PPE disposal during the outbreak.

People living with dementia who found it difficult to isolate were supported by staff who had done all they could to promote social distancing. People were supported to maintain good hand and personal hygiene. Staff increased observation of people to ensure communal spaces they had visited could be frequently cleaned to reduce the risk of cross contamination.

Staffing pressures as a result of the outbreak were managed effectively. The registered managers system for the booking and deployment of agency staff ensured that agency staff working across multiple homes during the outbreak was minimised and reduced the potential risk of COVID-19 transmission.

The home was clean and hygienic and there were cleaning schedules in place for people's rooms and communal spaces. We observed cleaning taking place during the inspection in line with best practice guidance. 'High touch' areas were regularly cleaned, and cleaning records reviewed daily to ensure schedules had been met and any concerns could be addressed. There were robust laundry systems in place to ensure contaminated laundry was kept separate from other laundry and was washed at a suitable temperature to reduce the risk of the spread of infection. During the outbreak the registered manager had adjusted the shift times of housekeeping staff to manage the increased amount of laundry and promote safe IPC practices.

All people living at the service had received both doses of a coronavirus vaccine and all but three had received their booster. For those that had not yet received their booster, dates for a health professional

home visit to administer these had been arranged.

The provider had a range of policies to support their working practices which were regularly reviewed and updated in accordance with current government guidance. Policies included a COVID-19 standard operating procedure, admissions and isolation policies, visiting and vaccination requirements and quality assurance / audit tools.

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

Forest View

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 asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service. We also checked whether IPC actions taken by the provider following our last inspection had been implemented and sustained.

This inspection took place on 07 February 2022 and was unannounced.

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 had ensured that visiting was facilitated within the home and people were able to maintain contact with their relatives during the outbreak. The provider had robust and safe processes in place for essential care givers and visitors which were in line with government guidance. There was clear guidance for visitors and essential care givers on what was required of them on arrival and leaving the service. Visitors were provided with personal protective equipment and undertook testing in accordance to current government guidance and safety requirements.

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.