

Care South

Queensmead

Inspection report

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17 February 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

We found the following examples of good practice.

Queensmead is a residential care home providing accommodation and personal care to older people, some of whom are living with a dementia. Accommodation is provided over three floors and includes communal social and dining areas. There are a range of specialist shower and bathrooms and a passenger lift providing access to the first and second floors.

People and their families were being kept up to date on COVID-19 related government guidance, which included care home visiting. The home was experiencing a COVID-19 outbreak at the time of our inspection which meant restrictions on visiting arrangements. Arrangements included people having a relative or friend as a nominated essential care giver, (ECG), who was able to visit to provide emotional and physical support. The manager told us that only two people had ECG's in place and agreed to share details again with people and their families to ensure they understood their visiting rights. Other visiting arrangements taking place included window visits and telephone and video calls. One person told us, "When my family visit they can use the conservatory or come to my room."

Staff and visiting professionals were following the vaccination and testing requirements. People living at Queensmead had taken part in the vaccination and testing programme. If people had been assessed as not having the capacity to make this decision a best interest decision had been taken in order to ensure their rights were protected. Risk assessments were in place for people and staff who had a higher risk of serious illness and actions in place to mitigate risk.

The building and equipment were clean and in good order. One person told us, "It's always lovely and clean here." Changes to communal areas to enable social distancing included replacing sofa's with armchairs and creating distancing between furniture.

Staff had access to appropriate PPE, which was in good supply, and observed to be worn correctly. Staff had completed infection, prevention and control training, which included correct putting on and taking off and handwashing techniques. Competencies were regularly checked.

Latest government guidance was being followed for admissions, including any testing and self-isolating requirements. Staff understood their role in supporting people's emotional well being and provided increased one to one support where people were unable to socialise or join group activities. Staff had access to a range of well being support including external, confidential counselling services.

Governance arrangements included regular audits and surveys gathering feedback from people and the staff team. An infection, prevention and control policy was in place, accessible to the staff team and kept up to date with new guidance.

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

Queensmead

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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 17 February 2022 and was announced. We gave the service one days' notice of the inspection.

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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.
- People and their families had been kept up to date with government visiting guidance. At the time of our inspection the home was in outbreak status which meant across the threshold visiting was limited to one nominated relative or friend for each person, an essential care giver, (ECG). We found that although 27 people were living at Queensmead only two people had an ECG in place. Although information had been shared the ECG role had not been actively promoted. Immediately after our inspection the manager shared details again with people and their families about the role of the ECG, to ensure people and their families understood their rights to visiting.

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.