

Top Care Homes Limited

Southminster Residential Home

Inspection report

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Southminster
Essex
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Date of inspection visit:
31 January 2022
09 February 2022

Date of publication:
10 March 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Southminster Residential Home is a care home without nursing. It is registered to provide accommodation and personal care for up to 40 older people, some of whom live with dementia. At the time of our inspection there were 20 people using the service.

We found the following examples of good practice:

The provider, registered manager and staff were committed to keeping people safe in line with current guidance. They were proud of how they had minimised the risk of infection and promoted wellbeing throughout the service during the COVID-19 pandemic.

Staff supported people in a person-centred manner to keep in touch with their families and friends, such as through video calls. There was a new visiting pod which could be used as required to reduce the risk of infection.

Staff had worked with a local organisation to promote communication between people and the outside community, especially when contact was limited. This had included arranging for people to receive letters and Christmas parcels and for an opera singer to sing to people from the visiting pod.

Staff worked well as a team. A staff member told us, "Everyone pulls together and mucks in. Care is always on your mind, the people here become your family."

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

Southminster Residential Home

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.

The first day of this inspection took place on 31 January 2022 and was unannounced. When we arrived at the service, the registered manager told us a number of care and domestic staff had tested positive for COVID-19. They were focused on sourcing replacement staff and carrying out other priority tasks, in line with the provider's emergency planning. As we did not have concerns about people's safety, we ended our visit to the service. We returned on 10 February 2022 to continue the inspection. This second visit was announced.

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 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 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.