

N. Notaro Homes Limited

Stuart House

Inspection report

21-23 Clevedon Road
Weston Super Mare
Somerset
BS23 1DA

Tel: 01934429086

Date of inspection visit:
24 February 2022

Date of publication:
11 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

Stuart House is registered to provide personal care and accommodation for up to 21 people. At the time of the inspection the service was supporting 18 people.

We found the following examples of practice that required improving

During our inspection we found the handling of laundry required improving. This was because clean laundry was being stored in the laundry area. We also identified the laundry area had a sluice although we were informed this was not in use. We recommend the provider reviews their approach in the handling of laundry to prevent the spread of infections. Prior to our inspection we had received concerns that not all staff had received a vaccination in line with the governments condition of deployment. We found one member of staff required their COVID-19 vaccine. The registered manager confirmed the member of staff had completed their exemption form and would receive their vaccination before their exemption form was due to expire.

During our inspection we found the building to be clean and odour free. However, cleaning schedules were not always completed to demonstrate enhanced cleaning had taken place to high touch points such as banisters and door handles or what cleaning staff had undertaken within the afternoon shift. We raised this with the registered manager so they could address this shortfall.

We found the following examples of good practice.

We spoke to people and asked them if they were happy with the care and support, they received. One person told us, "Very good. Nice staff. Helpful and kind". One relative told us, "Staff are nice. Nothing has ever been a problem".

The registered manager confirmed COVID-19 had impacted the service and during this time they had resorted in using agency staff. The service had also had a number of vacancies which the registered manager confirmed at the time of this inspection had now been filled. Staff and people confirmed improvements were being made to the staffing. People told us, "It's been difficult because of COVID-19. Not always been enough staff". Another person when asked if there were enough staff told us, "Yes, there is enough staff". Staff told us, "We use agency staff" and "Staffing is better now. We've all had COVID-19 but the staff are all lovely to work with and there is a good staff morale. Things are starting to improve now".

People were supported by staff who had received infection prevention control training and who wore personal protective equipment (PPE) as required. Staff and visitors had access to PPE. Staff told us, "We have plenty of PPE" and "We use surgical masks, gloves and aprons. There is plenty". One relative told us, "I always wear a mask". Systems were in place to ensure staff and visitors had COVID-19 checks undertaken in line with government guidance. This included a negative lateral flow test and a temperature check undertaken prior to the start of their shift or visit.

People had visits from their loved ones and were supported to keep in touch at other times. One person told us, "My [Family] visit and ring all the time". Relatives told us, "I can ring if needed" and one person who was

an essential care giver said, "I visit every day".

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

Stuart 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.

We received information of concern that not all staff had received the legal requirement for vaccinations whilst working in care homes. This was a targeted inspection looking at the infection prevention and control measures 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 24 February 2022 and was announced. We gave the service short notice of the inspection to ensure a manager was available.

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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. For example, cleaning staff confirmed they undertook regular cleaning of high touch points such as door handles and banisters. However, records confirmed these were only cleaned once per day. We also found clean laundry was kept in the same area as dirty laundry and a sluice was situated in the laundry room. The storage of clean laundry had been identified within the registered managers infection control audit. However, no action had been taken to address this poor practice.

We have signposted the provider to resources to develop their approach in the handling of laundry to prevent the spread of infections.

- 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 was facilitating visiting for people living in the home in accordance with the 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 vaccinations in care

homes. At the time of our inspection one member of staff had not received their second vaccination. The registered manager confirmed following our inspection a completed risk assessment, exemption form was in place and the member of staff had since completing this exemption form booked their COVID-19 vaccination. This meant all though not all staff had been vaccinated against COVID-19 the registered manager was able to provide confirmation they were medically exempt until they had received their second vaccination.