

The Sisters of Mercy of the Union of Great Britain St Michael's Care Home

Inspection report

93 Marine Parade East
Clacton On Sea
Essex
CO15 6JW

Date of inspection visit:
22 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

St Michael's provides accommodation and personal care for up to 44 people, some of whom are living with dementia. At the time of our inspection there were 43 people living at the service.

We found the following examples of good practice.

The registered manager had followed guidance on infection control procedures to safely support people living at the service during and after the pandemic. Processes were in place to ensure people were admitted to the service safely. The registered manager and staff had used innovative ways during COVID-19 to ensure people were supported to see family and friends and to prevent them from becoming isolated.

Visitor care plans were in place assessing the risk to people. Regular visitors, including family and friends had signed declaration forms confirming they had been vaccinated, had no symptoms, and agreed to complete routine tests before visiting the service.

The registered manager had maintained a good stock of personal protective equipment (PPE). People and staff were regularly tested for COVID-19 and where positive results had been returned the registered manager had acted quickly to mitigate the risks to others catching the infection. The registered manager had been open and transparent with friends and family about the recent outbreak of COVID-19 in the service, and recovery dates.

The service was fully staffed and able to manage future coronavirus and other infection outbreaks, and winter pressures.

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

St Michael's Care 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.

This inspection took place on 22 February 2022 and was announced. We gave the service one 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

People had individual visiting plans in place to keep them safe and ensure they remained in contact with friends and family. People visiting the service were provided with guidance setting out what they needed to do on arrival to comply with infection prevention and control, including testing inline with COVID-19 guidance and temperature checks.

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.