

Sutton in the Elms Limited

# Sutton in the Elms

## Inspection report

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Sutton In The Elms  
Leicester  
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Tel: 01455286577

Date of inspection visit:  
20 January 2022

Date of publication:  
16 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

Sutton in the Elms is a 42-bedded residential care and nursing home. It specialises in the care of older and younger people who have needs relating to dementia, mental health, physical disability, and sensory impairment. At the time of our inspection there were 40 people using the service.

We found the following examples of good practice

Managers and staff understood the importance of keeping in contact with people's family/friends during period of lockdown due to Covid-19. They made regular phone calls to let family/friends know how people were and to reassure them that staff were upmost to keep people happy and well-cared for.

The service had designated 'Covid Marshals' on each shift. They oversaw visits, ensured PPE (personal protective equipment) stations were stocked, and kept high-risk areas of the premises clean.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Inspected but not rated.

**Inspected but not rated**

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## **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 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 20 January 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 ensured measures were in place to facilitate visits to the service in line with government 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.