

Crown Care V Limited

Royal Hampton

Inspection report

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28 January 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

Royal Hampton provides nursing and personal care for up to 73 people. There were 61 people at the time of the inspection, some of whom were living with dementia.

We found the following examples of good practice.

The home was clean. We observed staff using PPE safely. Relatives explained that checks and tests were carried out before they visited to help ensure everyone's safety.

Staff told us that they had worked together as a team to help promote the wellbeing of people throughout the COVID-19 pandemic. People and relatives spoke positively about the staff and the support provided. Comments included, "The staff have been amazing" and "Mum has been looked after incredibly well."

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

Royal Hampton

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. Prior to our inspection, we received a concern about visiting, we also looked at the visiting arrangements in place during our inspection. We asked the registered manager about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 28 January 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The registered manager 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 have signposted the provider to additional resources in relation to recording the checks and tests which were carried for visitors to the service.
- 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 have signposted the provider to additional resources to help ensure the provider's infection control policy referenced the additional COVID-19 policies and that the home's auditing system monitored record keeping in relation to COVID-19.

Visiting in care homes

People and most relatives told us they were happy with the visiting arrangements in place. However, several relatives told us there had been missed opportunities about informing them of being an essential care giver. The essential care giver role was introduced by the government in March 2021. Essential care givers should be able to visit inside the care home even during periods of isolation and outbreak to provide companionship, emotional support or carry out personal care. Essential care givers were now being appointed. Several relatives also told us that visiting times were not always suitable. The registered manager told us that although visiting times were in place; these were flexible and based on the needs of the person and their visitors. We signposted the provider to additional resources to develop their approach in the recording of individualised visiting arrangements for people.

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. We have signposted the provider to additional resources in relation to recording the checks and tests which were carried out for visitors to the service.