

Five Stacks Residential Home Limited

# Five Stacks Residential Care Centre

## Inspection report

209 Point Clear Road  
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Clacton On Sea  
Essex  
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Tel: 01255820417

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09 February 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

Five Stacks Residential Care Centre is an adapted building which provides accommodation and personal care for up to 30 older people including those living with dementia. This service includes a self-contained wing specifically for providing short break care for up to seven adults with a learning disability (LD). There were 27 people living in the service at the time of our inspection which included one person using the LD respite facilities.

We found the following examples of good practice.

The service's monthly newsletter, emailed to people's families, kept them updated on what was happening in the service, and included photographs of social events people have been joining in with.

Systems were in place to minimise the risk / detect COVID-19 coming into the service. This included people's visitors being screened and tested, before entering the service through a designated entrance.

People and staff had regularly been tested for COVID-19. Appropriate processes were in place and followed where anyone has tested positive or displayed symptoms of COVID-19.

Staff felt supported by the management, who had ensured they had access to enough personal protective equipment (PPE) to safely carry out their role.

To relieve people's anxiety around the use of PPE, staff had displayed items of PPE and photographs of them wearing it.

## 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**

# Five Stacks Residential Care Centre

## **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 9 February 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 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 somewhat assured that the provider was using PPE effectively and safely. Although staff had received training in PPE, not all were ensuring their masks were fitted correctly over their nose.

We have also signposted the provider to resources to develop their approach.

### Visiting in care homes

- People were receiving their visitors during the inspection. All visits were pre-booked, except for people receiving end of life care, who were offered flexible visiting. Action was taken during the inspection to amend their visitor's policy to reflect national guidance and allow people to receive unvaccinated visitors.

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.