

Prime Life Limited

The Old Rectory

Inspection report

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10 March 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

The Old Rectory is a residential care home providing nursing and personal care for up to 41 people. The service supports older people, some of whom are living with dementia. 32 people were using the service at the time of our inspection.

We found the following examples of good practice.

The provider had support plans and risk assessments in place considering people's individual needs and the support they needed to promote their safety and wellbeing in relation to COVID-19.

Staff we spoke with told us they had training in infection prevention and control and COVID-19. The provider's records confirmed this.

The provider had clear information on display about how staff should use personal protective equipment (PPE) in different situations, for example, providing support to someone who had tested positive with COVID-19, or when supporting people in the community.

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

The Old Rectory

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 10 March 2022 and was unannounced.

We received information of concern about infection prevention and control measures and visiting arrangements at this service. 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.

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 somewhat assured that the provider was using PPE effectively and safely. During a tour of the service, we observed several staff not wearing facemasks properly. This was not in line with the guidance available for staff around PPE and the provider's information on display.
- We were somewhat assured that the provider was accessing testing for people using the service and staff. The provider did not have systems in place to ensure that staff had completed lateral flow testing before the start of their shifts.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. We reviewed cleaning records of high touch areas and found several gaps in recordings that these areas were being cleaned consistently. We found that some people's rooms had not been cleaned effectively and found cobwebs and significant dust gathering. Furthermore, some bins in communal bathrooms were not fit for purpose due to lids being broken.

The provider told us they would produce an action plan to address the areas we were somewhat assured of during the inspection. We have also signposted the provider to resources to develop their approach.

- 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 preventing visitors from catching and spreading 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.

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. We were somewhat assured the provider was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19, this is because we were not asked to produce evidence of vaccination status before entering the premises.

The provider informed us that this was an oversight by the member of staff who gave us entry and that they would communicate requirements with staff. We have also signposted the provider to resources to develop

their approach.