

# Kent County Council Southfields

## Inspection report

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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

Southfields is a residential care home providing personal care for up to 10 people, at the time of the inspection there were 2 people receiving short term respite support. Southfields provides respite support to autistic people and/or people with a learning disability.

We found the following examples of good practice.

Visits to the service were by appointment only and checks are completed on all visitors to the home to ensure they have a negative Covid-19 test result and where required have been vaccinated against Covid-19. Temperatures were also taken, and visitors were asked to sanitise their hands and to wear face masks. Arrangements were in place for visitors to meet people in dedicated places within the service, to minimise the risk of infection transmission.

Staff planned how many people could stay safely at the service by the layout of rooms. The layout of the building has been designed to support people to socially distance while continuing to spend time with each other and staff. Staff had put in a one-way system in the home to reduce direct contact between people, minimising risk of transmission. Staff supported and encouraged people to socially distance as much as possible. There were flats with separate entrances to use to minimise the spread of infection if required.

Staff worked closely with people, their relatives and health and social care professionals to ensure people were admitted to the service safely. Prior to people arriving, staff spent time getting to know people and discussing their expectations in regard to the home and infection control measures as they recognised anxiety has increased. We saw that the service used a range of materials and communication guides to support people in understanding the pandemic and the procedures in place.

The service had good supplies of personal protective equipment (PPE) such as face masks and hand sanitiser, these were readily available at stations throughout the service. Some people staying at Southfields could not wear masks, so staff provided clear pop-up screens which kept people safe but also made them feel more comfortable.

People and staff were following government guidance and the the current Covid-19 testing programme to quickly identify any infections. Staff completed infection control training and a nurse delivered training on how to wear PPE safely. Each member of staff also completed 'test and trace' Covid-19 training. During the pandemic lockdowns, a team of staff stayed at the service to support people. Staff were divided into bubbles to support each service user and minimise crossover of staff.

Enhanced cleaning practices were in place and the building looked clean and well ventilated. There were infection preventative and control policies in place which were updated in line with government guidance. Updates were shared with staff daily.

## 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**

# Southfields

## **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 25 February and was announced. We gave the service 24 hours 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 received regular visits from their loved ones. People were able to choose where and how they wanted their visit to take place. People liked to meet outside in the garden or outside of the home in a park. Visitors understood the need for following the homes COVID19 policy including testing and wearing PPE.

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.