

Sainthill House Ltd

Sainthill House Care Home

Inspection report

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16 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

About the service:

Sainthill House is registered to provide accommodation for 19 people who require accommodation and personal care. The service provides care and support for up to 14 older people who may have physical and/or mental health needs. The service includes Sainthill Cottage, attached to Sainthill House, which provides care and accommodation for up to five younger people who have a learning disability. On the day of our visit eighteen people lived in the service.

We found the following examples of good practice.

The service ensured people could continue to receive visitors in line with government guidance. There was a clear process and testing regime in place for visitors, with personal protective equipment (PPE) provided. A 'visiting hub' had been created where visitors did their tests, with up to date information and guidance provided.

People had been supported to maintain contact with the important people in their lives during lockdown, using information technology. A safe visiting space had also been constructed with a glass partition and intercom.

Staff received ongoing training in infection control. The registered manager was proactive in ensuring staff put what they had learnt into practice. They carried out hand washing audits and spot checks. A hand hygiene teaching aid used ultraviolet light to highlight any areas missed. They told us, "It's a fun exercise and staff engage well."

Staff were seen to wear PPE throughout the inspection. They frequently used hand sanitiser, available throughout the home. People told us the measures in place helped them feel safe, and they had got used to staff wearing masks.

Masks were a real barrier of communication for one person who was profoundly deaf. Staff had worked with a sensory worker to find ways to support communication. They used white boards and objects of reference, as well as body language. Staff had also learnt some sign language.

People living with a learning disability needed additional support to understand covid. The service sought specialist guidance. They used easy read information to help people understand how to tell staff if they felt unwell; why people wear masks and not to be frightened of them.

There were robust cleaning schedules in place. Their effectiveness was closely monitored by the team leaders and registered manager who carried out daily spot checks.

The provider ensured staff were well supported. They delivered welfare bags and did the shopping for staff

who were isolating. One member of staff with long covid had been redeployed to a different, less physically demanding role to support their recovery.

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.

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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.

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 16 February 2022 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

- The provider promoted visiting in line with government guidance. This meant people were able to maintain contact with the important people in their lives as far as possible. Visiting took place in people's rooms, or in the garden in good weather. A visiting pod had been built, with an intercom and separated by a glass screen when the service was in strict lockdown. Visits could also take place in the garden.
- Processes were in place to ensure visits could happen safely. There was a booking system, and arrangements for testing on arrival in a dedicated 'visiting hub'. This contained clear guidance for visitors to inform them about the processes in place to keep people safe from the spread of infection. Personal protective equipment (PPE) was provided.

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.