

Shaw Healthcare (Specialist Services) Limited

Urmston House

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

Urmston House provides accommodation for people with learning difficulties, sensory impairment and autistic people. They can support a maximum of six people.

Urmston House is a purpose-built care home. People have their own self-contained apartment on the ground floor of the home. The apartments include an ensuite and kitchen facilities. At the time of our inspection there were six people living at the home.

We found the following examples of good practice.

Visitors were greeted at the entrance to the home and staff took their temperature and ensured they were wearing the correct Personal Protective Equipment (PPE). Visitors had to leave their contact details as part of a track and trace and complete a health declaration and show a negative lateral flow test. Vaccination status was checked for all contractors and health and social care professionals in line with legislation that had come into effect in November 2021.

We spoke with three relatives who were very complimentary about the care and support that was in place and the way the staff and the registered manager had managed the pandemic. Relatives felt they loved ones were safe and there had been regular contact with them throughout the pandemic. Comments included, "Cannot fault it, it is a home from home", "Words cannot express our gratitude, the staff/manager are excellent and know (name of person) really well" and "Could not wish for anything better".

Arrangements for visiting were displayed clearly so health and social care professionals, friends and family knew what was expected of them to keep people safe. At the time of the inspection the home had an outbreak of COVID-19. The home was closed to all non-essential visitors. Relatives had been contacted in respect of being an essential care giver, which meant they could continue to visit during an outbreak to provide emotional support to their loved ones. People were supported to keep in contact with family and friends.

Each person had their own washing machine in their flatlet. This was good practice and enabled people to wash their clothes individually to prevent the spread of infection. Cleaning Schedules were in place that showed enhanced and regular cleaning of high touch points throughout the home.

The provider and registered manager had ensured that staff had up to date information to keep people and staff safe. The registered manager demonstrated a good understanding of the guidance to minimise risks in respect of the pandemic and had worked with the local authority and UK Health & Security agency (Public Health England).

All staff had received additional infection prevention and control training, which included the correct way for staff to put on and take off personal protection equipment. There was sufficient PPE and areas for safe

disposal of these items.

There were clear policies, procedures, quality assurance checks and contingency plans in place in respect of managing the pandemic and keeping people and staff safe. The registered manager completed a weekly audit on infection control.

People were supported with regular activities in the home and their local community. We also heard that three people had been supported to have a holiday last year and one person had celebrated their birthday with a steel band in the garden. A staff member told us, although the home was closed due to the recent outbreak people could access the garden to get fresh air. People had access to the garden from their flatlets.

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

Urmston House

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. 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 18 January 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. These included a rolling recruitment programme, refer a friend scheme and wellbeing support for staff employed within the home.

The home was experiencing some pressures relating to staffing due to high levels of absence due to COVID. Team leaders and the registered manager were working alongside care staff to ensure people received safe and effective care. Agency staff were also used.

On the day of the inspection two staff had contacted the service at short notice and the registered manager was unable to cover the absence. This meant the team leader and the registered manager were supporting people. Staff were positive and said although they were short staffed the team worked well together to ensure people were supported and their needs were met. We have agreed that the registered manager will provide weekly updates on staffing and where this was having an impact on people then a notification would be sent to us. This will enable us to monitor and ensure people receive safe care during this period of time.

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the

current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.