

Barchester Hellens Limited

Cossins House Care Home

Inspection report

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24 February 2021

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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

Cossins House Care Home provides accommodation and personal care for up to 24 older people, including people living with dementia. There were 16 people living at the home at the time of our inspection.

We found the following examples of good practice.

The premises were clean and well maintained. Additional cleaning schedules had been introduced since the beginning of the coronavirus pandemic. High touch areas such as door handles, and light switches were cleaned throughout the day. Hand sanitiser was readily available throughout the premises.

There were trolleys stocked with personal protective equipment (PPE) stationed around the home and each person had their own clinical waste bin in their room, to support the safe disposal of PPE worn by staff. Those who tested positive for COVID-19 had their crockery washed separately and their clothes and bed linen were washed in a designated washing machine.

Staff temperatures were recorded daily, they took two lateral flow tests and one PCR test per week. People who used the service were supported to access monthly testing. There was a separate building for staff to don and doff their uniforms and all staff uniforms were washed on site.

Staff supported people to remain in contact with their families in line with government guidance. There was a visiting pod where relatives could see their family member in a COVID safe way. The service ensured that visitors to the home were carefully screened so that they do not present a risk to people in the home.

Staff had a good understanding of infection prevention and control measures. They had been provided with infection control training and regular updates. All staff had received recent training in infection prevention and control (IPC) and were seen to be following correct IPC practices at all times.

The registered manager was available to people and staff and they worked alongside care staff to support people during times of staff shortage. They were the designated IPC lead and shared all current policy government updates with staff and family members.

The registered manager sought support and advice from external agencies including the local health team, Surrey County Council and CQC and was open to all advice and guidance offered.

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

Cossins House Care Home

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 24 February 2021 and was announced.

Is the service safe?

Our findings

S5 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.