

# Together for Mental Wellbeing

## Kings 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

Kings House is a residential care home. The service is registered to accommodate a maximum of 18 people who require personal care. The service does not provide nursing care. During this inspection there were 16 people living at Kings House residential home, all of whom were living with enduring mental health conditions.

We found the following examples of good practice.

At the time of our visit the service had not had any people using the service that tested positive for COVID-19.

The service was clean and clutter free. The service had comprehensive cleaning schedules in place for day to day cleaning. Staff were knowledgeable about cleaning and cleaning procedures.

Personal protective equipment (PPE) was available in the service's office and reception areas. Handwashing guidance was displayed throughout the service in bathrooms and above sinks.

The service provided safe and effective ways for people to visit their relatives during the COVID-19 pandemic. Visitors had been contacted by staff about the service's visiting arrangements.

The service's gazebo was used as a visiting hub during cold weather. Families and carers could also book visits to see their relatives in the dining room as a result of in-house visiting. Prior to visits commencing visitors had temperatures taken and a COVID-19 lateral flow test, this is a rapid test to detect COVID-19. Visitors were also provided with personal protective equipment (PPE).

Friends and family could video call people using the service by prior arrangement. People using the service could telephone their loved ones at any time. All equipment was sanitised after use.

The service had a contingency plan in place. In the event of an outbreak the service would isolate people in their rooms. Staff had not had to instigate their contingency plan during the pandemic.

The service participated in the whole home testing programme, this meant people living in the home were tested for COVID-19 every 28 days. The service's staff were tested for COVID-19 every seven days, supplemented by twice weekly lateral flow testing,

The service had systems in place to ensure staff isolated for the required period should they test positive for COVID-19. Staff breaks whilst at work were taken in the staff kitchen or garden and staggered to ensure social distancing.

To enable staff in providing care safely, staff had received additional training in COVID-19 awareness and infection prevention and control. This ensured they understood the actions to take in the event of people

living in the service becoming symptomatic.

The service had up to date infection prevention and control (IPC) policies. IPC audits were completed regularly and included extra measures the service had put in place due to COVID-19. IPC audits were monitored by the local authority.

## 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**

# Kings 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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 31 March 2021 and was announced.

# Is the service safe?

## Our findings

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.