

Mr & Mrs K A Ackrill

# Kelso Nursing Home

## Inspection report

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23 March 2021

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Kelso Nursing Home is a residential care home. The service is registered to accommodate a maximum of 12 people. The service is registered to provide personal and nursing care. During this inspection there were six people living at Kelso Nursing Home, all of whom were living with dementia.

We have identified a breach in relation to the assessment of risks associated with COVID-19 infection, and to the management of some aspects of the risk of infection. Please see the action we have told the provider to take at the end of this report.

We found the following examples of good practice.

The service's cleanliness was satisfactory. The service was free from clutter.

Personal protective equipment (PPE) was available. Staff put PPE on outside of people's rooms and removed it in the room. All PPE was treated as clinical waste and disposed of in clinical waste bins.

The service provided ways for people to visit their relatives during the COVID-19 pandemic. Visiting arrangements had been discussed with families by emails and telephone calls. Families and carers could book visits to see their relatives.

People using the service could video call or telephone their friends and family at any time.

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, this was 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 staggered to ensure social distancing.

To enable staff in providing care safely, staff had received additional training in infection prevention and control and COVID-19 awareness. This ensured they understood the actions to take if they or the people using the service became symptomatic.

## 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**

# Kelso Nursing 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 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 23 March 2021 and was announced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- People using the service and visitors did not have individualised visiting plans which addressed COVID-19 risks as part of their care planning. Staff provided visitors with a generic copy of the home's visiting procedures, which visitors signed to indicate compliance.
- At the time of inspection staff were unable to produce documented COVID-19 risk assessments for clinically vulnerable people using the service. Staff told us these had not been completed. Staff could articulate risks from COVID-19 and actions they would take, but this was not documented. At the time of inspection staff were unable to produce and told us the home did not have risk assessments for infection risks to black and minority ethnic staff or staff who may be clinically vulnerable and thus disproportionately at risk from COVID-19. Staff told us the home did not have support plans for these staff.
- At the time of inspection staff at the home told us the service did not have a contingency plan in place which addressed risks from COVID-19. This meant staff would not have known how to implement actions in a contingency.
- The service's laundry was used for COVID-19 lateral flow testing of visitors. However, there was a risk of cross-contamination to items and equipment in the laundry should a visitor be carrying COVID-19. Staff told us they would cease the practice with immediate effect and would test people in the porch, which was outdoors.

We found no evidence that people had been harmed. However, the risks of infection were not properly assessed, and aspects of infection control were not safely managed. This placed people at risk of harm. This was a breach of Regulation 12 (Safe care and treatment), of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The provider responded immediately during and after the inspection. Following our inspection, the provider sent us risk assessments dated 15 March 2021 for two staff who were at increased risk from COVID-19. They also sent us a business continuity plan, which was undated and did not have a version history.

- 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's infection prevention and control policy was up to date.

This section is primarily information for the provider

## Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment
Treatment of disease, disorder or injury	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment Regulation 12 (1) (2) (a) (b) Risks in relation to the management of COVID-19 were not always assessed or mitigated.