

The Croft (RCH) Limited

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Inspection report

Hooke Hill
Freshwater
Isle of Wight
PO40 9BG

Tel: 01983752422

Date of inspection visit:
13 January 2022

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07 February 2022

Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
| Is the service safe? | Inspected but not rated |

Summary of findings

Overall summary

The Croft is a residential care home registered to provide accommodation and personal care for up to 21 people with a mental health need. At the time of the inspection there were two people living at the service.

The Croft provides single bedrooms most with ensuite facilities, suitable communal areas and access to an enclosed courtyard garden.

We found the following examples of good practice.

The provider was aware of the correct procedures for professional visitors and the home's policy reflected this. However, the person who answered the door on our arrival and allowed us to enter the home did not follow these procedures. People are supported to have family or friends to visit, access the local community and follow safe procedures.

Although not following the correct guidance for COVID – 19 testing as PCR tests were not being completed the provider and people living in the home were doing daily Lateral Flow Tests which would mean any infection would be identified early.

The home had ample space for people to socially distance. All bedrooms in use were for single occupancy with ensuite facilities. The provider understood how they would isolate people and the home if any positive Covid – 19 results were received. The provider was the only staff employed at the time of the inspection. Contingency staffing arrangements were in place should the provider need to isolate.

The home was not admitting any new people at this time. The provider was aware of actions they should take should a person require hospital admission and how to manage their safe return.

There were appropriate supplies of Personal Protective Equipment (PPE) available which we saw was being used appropriately during the inspection.

At our last inspection in March 2021 the provider had failed to ensure all infection prevention and control measures were fully implemented. 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 completed an action plan after the last inspection to show what they would do and by when to improve infection prevention and control procedures. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

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

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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 2008.

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 13 January 2022 and was announced. We gave the service one days' notice of the inspection.

Is the service safe?

Our findings

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

At our last inspection the provider had failed to ensure all infection prevention and control measures were fully implemented. This was a breach of Regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of Regulation 12.

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.

- We were somewhat assured that the service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. The provider was aware of the correct procedures for professional visitors and the home's policy reflected this however, the person who answered door and allowed us to enter the home did not follow these procedures. The provider reinforced the need to check all visitors were following the correct procedures with the person during the inspection. An external professional confirmed that the correct procedures were followed when they visited the home.
- We were somewhat assured that the provider was accessing testing for people using the service and staff. The provider and people were undertaking daily lateral flow tests (LFD) but were not completing any PCR tests. We have signposted the provider to resources to develop their approach.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that people returning from hospital would be supported appropriately to reduce risks to other people. The provider understood the actions they should take if a person returned from hospital.
- We were assured that the provider was using PPE effectively and safely.
- 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.

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures. The provider was the only person employed at the home. They told us they had contingency measures in place should they need to isolate and be unable to support people.