

# Ramsay Health Care UK Operations Limited

# Jacobs Neurological Centre

## Inspection report

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Date of inspection visit:

29 November 2021

22 December 2021

Date of publication:

31 January 2022

## 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

### About the service

Jacobs Neurological Centre is a 'care home'. It is registered to provide accommodation, nursing care and treatment for up to 82 people, aged 18 years or older. The service specialises in the care of people with complex long-term neurological conditions, brain or spinal injuries.

The centre is a purpose-built service, providing accommodation over two floors. There were 48 people accommodated at the service at the time of this inspection.

People's experience of using this service and what we found  
People were being protected from the risk of infection.

During this inspection, the provider took action to ensure the service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

People were admitted safely to the service. Each admission was carefully planned, with periods of isolation being completed where required and in accordance with guidance.

Visits were being provided at the service in accordance with Government guidance and there were robust infection control procedures in place. Visitors were provided with guidance, personal protective equipment (PPE) and completed testing for COVID-19. Where applicable, their COVID-19 vaccination status was also checked.

PPE donning and doffing stations were available, with guidance and signs displayed throughout the building. Staff were seen to be adhering to the PPE guidance and protective measures in place.

The service was clean and hygienic. Isolation, cohorting and zoning had been successfully implemented across the service.

The provider had developed a robust package of policies, procedures and guidance for the service.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Good (published 16 June 2018).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the COVID-19 vaccination status of staff working at the service. The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Jacobs Neurological Centre

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about the COVID-19 vaccination status of staff working at the service

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

This inspection was conducted by one inspector.

#### Service and service type

Jacobs Neurological Centre is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection-

We spoke with four members of staff including the clinical manager, registered manager and senior management from the provider organisation.

We reviewed a range of records. This included staff training records, rotas, schedules and audits. We also looked at a variety of records relating to the management of the service, including policies and procedures.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about the COVID-19 vaccination status of staff working at the service. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling 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'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.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. This was in relation to workers and their COVID-19 vaccination status. We signposted the provider to resources to develop their approach.

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.

- At the start of this inspection we identified two members of staff who were not fully vaccinated against COVID-19 and did not have an exemption. The provider took immediate action and removed these staff from duty. The provider notified CQC, and provided evidence, of these staff members updated vaccination statuses on 22 December 2021. At the end of this inspection, the service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.