

Shankar Leicester Limited

# Longcliffe Care Home

## Inspection report

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03 February 2022

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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

### About the service

Longcliffe Care Home is a residential care home providing personal care and accommodation for up to 42 older people or people with physical disability. At the time of our inspection, there were 17 people using the service.

We found the following examples of good practice.

The provider had ensured a sufficient stock of personal protective equipment (PPE) was available to staff. PPE was available in stations placed outside rooms where people were isolating and at PPE stations across the service. This ensured staff had access to PPE when it was required. We observed staff donning and doffing PPE safely and changing PPE when moving between rooms and supporting people.

The service was clean with frequent cleaning of high touch areas. Cleaning standards were monitored by the management team through daily walk rounds and infection prevention and control audits and checks.

Staff and people were regularly tested and had received COVID-19 vaccinations. We found one contractor was entering the premises without COVID-19 vaccinations. The provider took immediate action and stopped this person working in the service pending outcome of the governments proposal to revoke vaccinations as a condition of employment.

## 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**

# Longcliffe 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 3 February 2022 and was unannounced.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures. The provider had obtained support from agency staff to ensure safe staffing levels whilst staff were isolating.

### 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's infection prevention and control policy was up to date.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed.

### Visiting in care homes

The service was experiencing an outbreak of COVID-19 and had restricted visiting to essential care givers only to keep people, staff and visitors safe. Unarranged visiting by family and friends would resume once the isolation period had expired.

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.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. However, the provider had not ensured that a maintenance person had vaccinations against COVID-19. During our inspection, the provider took immediate action to prohibit the person entering the service until further guidance is available.