

Tamaris Healthcare (England) Limited

The Laurels Care Home

Inspection report

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13 January 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

The Laurels Care Home was registered in 2010 to deliver the regulated activities of Treatment of disease, disorder and injury and Accommodation for persons who require nursing or personal care for up to 50 older people and people with dementia.

We found the following examples of good practice.

- The service had enough staff to keep people safe. Managers had covered staff sickness internally. The manager was recruiting for additional members of bank staff to ensure they had a contingency in place in the event of another COVID-19 outbreak.
- The service was clean, tidy and odour free. There was a large domestic staff team that took pride and ownership of the cleanliness and infection prevention measures in the
- Staff were observed wearing PPE and regularly completing hand hygiene in line with government guidance.

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

The Laurels 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 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 24 hours' notice of the inspection.

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

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 somewhat assured that the provider was using PPE effectively and safely.
We saw some PPE stored in bathrooms where it could become contaminated or wet. The service added extra PPE dispensers outside of bathrooms immediately following inspection.
We saw PPE not being disposed of as clinical waste as there were not clinical waste bins in all donning and doffing areas.
- We were somewhat assured that the provider was accessing testing for people using the service and staff. Risk assessments had not been carried out on staff belonging to higher risk groups, such as BAME and pregnant colleagues, to identify risks and take actions to reduce them.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.
External clinical waste bins were not kept locked.
- 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.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach.