

Shankar Leicester Limited

# Longcliffe Nursing Home

## Inspection report

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Date of inspection visit:  
25 March 2021

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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 nursing home is a care home providing accommodation for up to 42 older people, including people living with dementia and physical disabilities. At the time of the inspection there were 17 people using the service.

### People's experience of using this service and what we found

Prior to the inspection we received information that staff were not following safe practices in wearing personal protective equipment (PPE). We found staff were wearing fluid repellent face masks when supporting people with personal care. However staff were wearing cloth face masks when interacting with people in communal areas. Government COVID-19 guidance around PPE in care homes does not recommend the use of cloth face masks for staff delivering health and care activities. The provider immediately addressed this during our inspection visit.

We found people were protected from the risk of acquiring infections and the service was clean. Personal protective equipment was readily available to staff. People and staff were supported to undertake regular testing and robust visiting arrangements were in place to enable people to receive visitors and essential health care. The provider's infection prevention and control policy required updating to reflect current government guidance around the management of risks associated with COVID-19.

## 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 Nursing Home

## **Detailed findings**

### Background to this inspection

The 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

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 25 March 2021 and was unannounced.

# Is the service safe?

## Our findings

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

- We were not fully assured that staff were using PPE effectively and safely. We observed staff wearing fluid repellent face masks when supporting people with personal care in their rooms. However, we also saw staff wearing cloth face masks when interacting with people in communal areas. Government guidance around PPE does not recommend the use of cloth masks for staff delivering health and care activities. We raised this with the provider who took immediate action to ensure staff only wore fluid repellent face masks at work and changed these between tasks in line with current COVID-19 guidance and requirements.
- We were not fully assured that the provider's infection prevention and control policy was up to date to reflect government guidance and requirements around managing the risks associated with COVID-19. The provider updated this document after our inspection visit.
- We saw there were sufficient stocks of PPE for staff, including masks, gloves and aprons. PPE stations were available around the building and included hand sanitisers.
- We were assured that the provider was preventing visitors from catching and spreading infections. There was a designated area for visiting which meant visitors did not need to walk through the service. This was deep cleaned after each visit. All visitors were required to undertake a lateral flow test for COVID-19 and complete a questionnaire/declaration upon arrival. Visitors were provided with personal protective equipment (PPE) during the visit.
- We were assured that the provider had robust testing in place for people using the service and staff.
- 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. Admissions to the service were only accepted on the basis of a negative test result for COVID-19 and subject to a period of isolation in line with current COVID-19 guidance and requirements.
- We were assured that the provider was promoting safety through the layout of the premises and hygiene practices. Premises were clean and housekeeping staff demonstrated a good understanding of infection prevention and control. This included appropriate cleaning products and additional cleaning of high touch areas such as handles and rails.
- We were assured that the provider was making sure infection outbreaks were effectively prevented or managed.
- The provider had developed a contingency plan to manage risks around leadership and staffing in response to the pandemic.