

The Royal Star & Garter Homes

The Royal Star & Garter Homes - Surbiton

Inspection report

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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 Royal Star & Garter Homes - Surbiton is a care home providing personal and nursing care to up to 63 older people, some of whom may be living with dementia. There were 55 people living at the home when we inspected.

We found the following examples of good practice:

Alternative arrangements were being put in place to help people maintain social contact with their family members and friends. A designated room had been partitioned in half using a floor to ceiling transparent screen which allowed people living in the care home and their visitors to enter and leave separately whilst seeing each other safely. Visitors entered this room from the outside grounds which meant they did not have to walk through the care home. The service also used video calls, Facebook portals and other more traditional methods such as letter writing to help people keep in touch with their family and friends.

The service implemented isolation and zoning in line with good practice. Each floor was treated as a bubble with their own communal spaces and dining rooms. Where people were in isolation, a discreet yellow butterfly symbol was used to indicate this and barrier nursing procedures were effectively implemented. A responsible clinician oversaw and audited practice around areas such as the correct use of personal protective equipment (PPE), handwashing and cleanliness.

Staff and people at the home were engaged in the 'whole-home' testing programme. People living in the home were routinely tested for Covid-19 every four weeks and staff were tested weekly. Staff also had access to antibody testing. People using the service had received the flu vaccination and staff were being encouraged to follow suit.

The home was clean and well-maintained. The provider had introduced additional domestic staff and cleaning schedules since the beginning of the Covid-19 pandemic. For example, dedicated staff cleaned touch points such as door handles, hand rails and light switches hourly. Disposable cleaning materials were used to prevent any risk of cross infection.

Activities continued for people using the service including themed meals, scenic drives and entertainers performing for them from the garden. The staff team were also being supported effectively with a strong focus on their wellbeing. Staff received PPE packs, gift vouchers and occasional food treats such as takeaway pizza. The homes minibuses were also being used to provide a shuttle service for staff to and from the home.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service was following safe infection prevention and control procedures to keep people safe.

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 5 November 2020 and was announced. The service was invited to take part in this thematic review which is seeking to identify examples of good practice in Infection Prevention and Control (IPC).

Is the service safe?

Our findings

S5 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 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 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.