

S.A.H Nursing Homes Limited

Rosalyn House

Inspection report

King Street
Houghton Regis
Dunstable
Bedfordshire
LU5 5TT

Tel: 01582896600

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06 January 2022

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12 January 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Rosalyn House is a large, purpose-built care home supporting people who may be living with dementia, a physical disability or a sensory impairment. The service is registered to provide accommodation, nursing and personal care for up to 46 people. At the time of our inspection, 43 people were living at the service.

We found the following examples of good practice.

- The registered manager and staff team were following effective infection control procedures to help manage the COVID-19 outbreak.
- Effective arrangements were in place for visiting professionals which included a check of vaccination status and ensuring that a negative lateral flow test (LFT) had been carried out.
- Visiting procedures were clearly displayed for visiting relatives and professionals. When the service was not in a COVID-19 outbreak relatives and friends were able to visit people in line with government guidance. Since the outbreak, relatives were able to see loved ones with window visits or using video and phone calls.
- The service looked clean and smelled fresh. Housekeeping staff followed cleaning schedules which were checked by the management team to ensure they were completed effectively.
- Staff deployment had been changed to help ensure the spread of infectious diseases were minimised. Staff were now assigned to work on one floor of the service only. The registered manager told us that staffing levels had been maintained to a good standard thanks to staff picking up overtime and regular agency staff working solely at the service.
- Staff had training in infection control and the use of personal protective equipment (PPE). We observed staff using PPE correctly.
- People who were COVID positive had been supported to isolate in their rooms in line with guidance. Effective care was in place for these people and staff wore and disposed of PPE correctly when supporting these individuals. Staff made sure that people were not socially isolated and ensured they spent time with them whilst they were isolating.
- Staff made sure that people's wellbeing was maintained during the COVID-19 outbreak. People told us about how kind and caring staff were and how they were supported to follow interests and past times such as bingo, art and crafts or watching television.
- Staff told us they were well supported by the provider and felt safe working at the service during the outbreak. Risk assessments were in place for people using the service and the staff team to help ensure they stayed safe.

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

Rosalyn House

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 practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 06 January 2022 and was unannounced.

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 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 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.