

Vista Care Limited

# Castle House

## Inspection report

76-78 St. Botolphs Road  
Barton Seagrave  
Kettering  
Northamptonshire  
NN15 6SS

Tel: 01536522565

Date of inspection visit:  
25 March 2021

Date of publication:  
18 May 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Castle House is a residential care home providing personal care for up to ten people with learning disabilities and autism. At the time of inspection, there were eight people receiving care.

We found the following examples of good practice

People were supported to go into the community for walks, essential shopping and appointments. People had become accustomed to wearing the correct personal protective equipment (PPE) and were supported to wash their hands regularly.

People received support and guidance from staff who understood their responsibilities in relation to infection prevention and control. This included supporting people to isolate, access regular testing and access vaccinations for COVID-19.

People were supported to see their designated visitors in a suitable area within the home which was well ventilated.

Social distancing was promoted and enhanced by the use of extra furniture which had been spread far apart.

PPE stations and suitable disposal bins had been situated around the home to ensure staff had access to it as and when needed.

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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Castle 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.

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

S5□ How well are people protected by the prevention and control of infection?

- There were systems in place to complete health checks on visitors including health professionals. The inspector was not asked to complete a health questionnaire and their temperature was not taken on arrival. However, prior to the inspection the registered manager had ensured via telephone that the inspector did not have symptoms of COVID-19 and had completed a lateral flow test. The inspector was asked for evidence of a negative lateral flow test prior to entry. We discussed with the manager the importance of staff feeling confident to challenge visitors and record health declarations formerly.
- The inspector was asked to wash and sanitise their hands and ensure a fluid repellent face mask was worn at all times during the inspection. The service had appropriate PPE readily available for staff and visitors prior to entry of the main building.
- The registered manager demonstrated a good understanding of isolating people on admission to the home as per government guidance. Guidance was needed around the use of designated settings; this was discussed and information was sent following the inspection. A designated setting is a service identified for use by the Local Authority in response to the Winter Plan for people discharged from hospital with a positive COVID-19 status.
- There had been a pause in the recording of high touch cleaning. We discussed this with the manager who advised this was due to the service currently transferring from paper to electronic records. A temporary record was put in place during the inspection. We observed high touch cleaning to be completed regularly during the inspection.
- 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 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 have also signposted the provider to resources to develop their approach.