

K N & S Ramdany

Moorlands Rest Home

Inspection report

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Tilehurst
Reading
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Tel: 01189427522

Date of inspection visit:
10 February 2022

Date of publication:
25 February 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Moorlands Rest Home is a 'care home' registered to provide personal care for up to 12 people in one adapted building. People in care homes receive accommodation and nursing or personal care, as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided, and both were looked at during this inspection. There were 10 people living in the home at the time of inspection. People living at the service were older people, some of whom were living with dementia.

We found the following examples of good practice.

The provider followed current Government guidance to protect visitors from catching and spreading infection. For example, visitors were provided with personal protective equipment (PPE) to wear whilst visiting the home. Visitors, including health care professionals were asked to complete a lateral flow test (LFT) and health care professionals were asked to provide evidence of their COVID-19 vaccination status before entering the home. Records demonstrated that all staff who worked at the home had been fully vaccinated against COVID-19, including having the booster dose.

Staff conducted twice daily temperature checks for people and visitors were required to complete a declaration to confirm they did not have symptoms of COVID-19.

People were admitted into the service safely. The provider ensured people had been tested for COVID-19 before admitting them into the home.

People and staff had risk assessments in place to identify their individual risks associated with COVID-19. We saw protective measures were in place to keep people and staff safe.

Staff had received infection prevention and control training. During our visit we observed staff adhere to good practice in relation to PPE. The provider ensured sufficient stock of PPE and COVID-19 tests were available.

The management maintained the testing regime in line with national guidance to ensure people and staff had adequate access to the COVID-19 testing programme. The provider had an infection prevention policy in place and contacted their local health protection team in a timely way in the event of a COVID-19 outbreak.

Staff had a good understanding of COVID-19 symptoms that present in older people. The registered manager ensured the staff and people who presented with COVID-19 symptoms were tested immediately.

The provider's visiting policy ensured that individual risk assessments assessed the rights and needs of people, as well as any specific vulnerabilities outlined in their care plan, and considered the important role that visiting can play in this.

The care home was clean, well maintained and odour-free. Enhanced cleaning schedules included regular cleaning of high touch areas, such as handrails and door handles. Enhanced cleaning reduced the risk of cross infection.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Moorlands Rest 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 10 February 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. This was confirmed during conversations with the registered manager, deputy manager and a care support worker, and corroborated by documents reviewed. The registered manager and deputy manager covered unforeseen staff absence when required. Staff had also readily volunteered to negate the need for agency staff to be used. This ensured that people had experienced good continuity and consistency of care during the pandemic, from staff who knew them well.

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 personal protective equipment 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.

Visiting in care homes

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.
- The service was facilitating visiting at the home in line with the current government guidelines at the time

of the inspection. For example, essential care givers and family members were supported to visit the home. Other methods of maintaining contact between people and their families were being effectively supported. This included visits in well-ventilated spaces, telephone calls, video calls and regular newsletters.