

Churchill Residential Care And Nursing Homes Limited

St Judes Nursing Home

Inspection report

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24 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

St Jude's Nursing Home is a residential care home providing nursing and personal care for up to 39 people. At the time of our inspection there were 37 people living in the home.

We found the following examples of good practice:

The provider had developed new ways of recording observations about people's health which were shared with healthcare professionals in advance of appointments. This had reduced the need for external visitors to the home and had facilitated good virtual consultations with healthcare professionals.

The provider was following best practice guidance to prevent visitors to the home spreading COVID-19 infection. The provider kept in touch with family members and people's friends through emails and video conferencing. The provider had a detailed visitor protocol which was sent to visitors by email after booking for a visit.

The provider had arrangements for visitors to meet with people virtually through video conferencing and physically in a visiting pod (designated area for visits) with a transparent screen separating the room and an intercom for people to speak with their family. The provider informed us they discussed visiting arrangements with families of people and one designated visitor from each family was allowed inside the home to meet the resident and other family members were allowed to the visiting pod which had a separate entrance and they could see through the transparent screen and speak via the intercom. All visitors were asked to complete a COVID-19 screening form on arrival, and had their temperature checked. A COVID-19 lateral flow test was carried out on all visitors and visiting professionals who were not on the national testing programme. All visiting professionals on the national testing programme were asked to show proof of their recent COVID-19 negative test. On entry all staff and visitors were asked to change their footwear or wear a shoe overall and escorted to a hand hygiene station near the entrance for handwashing. This was to ensure the safety of staff and people. People were supported to see their family in the garden during summer.

The provider had appointed a visiting supervisor who performed visitor screening on arrival and escorted visitors to a testing pod set up in their garden for COVID-19 lateral flow testing. Only visitors and visiting professionals who test negative for COVID-19 were allowed inside the service.

The provider had appointed antigen testing supervisors to oversee the completion of antigen testing processes.

The provider had dedicated entrances for staff for each social bubble to ensure there was no mixing of staff. The provider informed us they had increased the number of staff since the pandemic to ensure they have enough staff to cover the social bubbles without being mixed. They also had staff facilities for resting. The provider informed they owned the house next to their service and offered staff free accommodation and meals during lockdown; they also had a driver and a car to pick up staff from their home. The provider

informed us they also collected staff feedback and concerns through a questionnaire and had a counsellor available for staff to speak.

The provider had two activity co-ordinators who did individual and group activities. All activities were performed within their two social bubbles. The provider also had a hairdresser who visited them twice a week and informed they were part of COVID-19 weekly testing programme for staff.

The provider had an admissions process in place. People had a COVID-19 test within 24 to 48 hours prior to being admitted into the service and were isolated for 14 days following admission to reduce the risk of transmission of COVID-19. The provider informed they arranged meetings with family members before admitting a person to their home.

The home had four clean areas for staff to don and doff (put on and take off) Personal Protective Equipment (PPE).

Our observations during the inspection confirmed staff were adhering to PPE and social distancing guidance.

The provider had ensured staff who were more vulnerable to COVID-19 had been assessed and plans were in place to minimise the risk to their health and wellbeing.

The provider had access to a vaccine hesitancy pack which they were planning to use from next week with staff who had refused to take the COVID-19 vaccine. This pack would help ascertain staff concerns about the vaccine and to educate them about the importance of taking the vaccine.

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

St Judes Nursing 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 24 March 2021 and was announced.

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 making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider's infection prevention and control policy was up to date.