

Caring Homes Healthcare Group Limited

Southlands Place

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

Southlands Place is registered to provide nursing, care and accommodation for up to 71 people. There were 23 people living in the service when we visited.

People who lived at Southlands Place were mainly older people who were living with a range of care needs, including arthritis, diabetes and heart conditions. Some people also lived with dementia. Most people needed some support with their personal care, eating, drinking or mobility.

We found the following examples of good practice.

The home was clean and well maintained. There was regular cleaning throughout the day and this included high-touch areas. Staff were vigilant of cleaning switches, keypads and door handles before and after touching them. Housekeepers were knowledgeable regarding current Covid-19 cleaning guidelines. Cleaning schedules and audits were in place.

There were systems in place to ensure that people who had tested positive for Covid-19, were unwell or self-isolating were cared for in their own rooms to minimise the risk of spreading the virus. The premises had been divided into zones /floors to minimise transmission of Covid-19.

The home was currently closed to all visitors apart from those who were on a palliative care pathway and end of life. Staff supported people to remain in contact with their families through phone and video calls.

The policy for safe admissions into the service clearly stated that before people were admitted to the home, they were required to have a negative Covid-19 test and then would need to isolate in their bedrooms for 14 days.

Staff were provided with adequate supplies of personal protective equipment (PPE) and staff were seen to be wearing this appropriately. Staff had received specific Covid-19 training, and this included guidance for staff about how to put on and take off PPE safely. Staff were seen to be following correct infection prevention and control (IPC) practices. Hand sanitiser and PPE was readily available throughout the home.

Regular testing for people and staff was taking place. All staff have a weekly polymerase chain reaction (PCR) and daily lateral flow test (LFT). In addition, they have their temperatures taken. People have a monthly PCR test with twice daily temperatures and oxygen level checks.

Visitors to the home such as health and social care professionals were asked to complete a health pro-forma and have their temperature taken on arrival. They were also asked to undertake a LFT test.

At present most people chose to spend time in their rooms, and were supported by staff to remain engaged with various activities. Staff told us a small groups of people visited the lounge for coffee and lunch. Seating was arranged to ensure people could enjoy being with their friends but maintain social distancing.

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

Southlands Place

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 coronavirus, 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 01 February 2021 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