

Lady Spencer House Ltd

Lady Spencer House

Inspection report

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19 January 2022
21 January 2022

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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

About the service

Lady Spencer House is a residential care home providing support for people living with dementia and other health conditions. There are individual bedrooms, shared bathrooms, a kitchen, dining room, lounges and a garden area. The service provides support to up to 24 people. At the time of our inspection there were 22 people using the service.

People's experience of using this service and what we found

People were not always protected from the spread of infection of COVID-19 as staff and professional visitor vaccination status was not correctly checked and recorded.

People were supported to have visitors to the home using a booking system as well as go out for meals and drinks to meet with friends or relatives.

People's rights in relation to isolation rules were at risk of not being upheld. This was because the registered manager was not aware of current government guidelines.

Visitors were checked for their COVID-19 status by taking a lateral flow test, having their temperature taken and answering some screening questions prior to entering the building.

People were supported by staff who kept the house clean and tidy and understood the importance of following measures to reduce the risk of spreading infection. They followed cleaning schedules and wore the correct Personal Protective Equipment (PPE) and regularly sanitised their hands.

People and staff took part in regular testing for COVID-19. Staff understood the additional measures to follow when anyone had confirmed a positive test result for COVID-19 and felt supported should they need to isolate themselves.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was requires improvement (5 May 2019)

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the Infection Prevention and Control (IPC) practice, whether it was safe and that the service was compliant with IPC measures. This was as a part of CQC's response to care homes with outbreaks of COVID-19.

We also asked the provider about any staffing pressures the service was experiencing and whether this was

having an impact on the service. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Enforcement and Recommendations

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to monitor the service and will take further action if needed.

We have identified a breach at this inspection in relation to the requirement that all staff and professional visitors (not exempt) prove as of 11 November 2021, they are fully vaccinated against COVID-19.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Lady Spencer House

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection to check on a specific concern we had about the management of IPC measures following a COVID-19 outbreak at the service.

As part of this inspection we looked at the infection control and prevention measures in place. This included checking the provider was meeting COVID-19 vaccination requirements. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Lady Spencer House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced. Inspection activity started on 19 January 2022 and ended on 21 January 2022. We visited the location's service on 19 January 2022.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with three people who live in the service and two relatives about their experience of care and IPC and visiting. We spoke with three staff members including the registered manager and one professional who regularly visited the service.

We received a variety of documentation in relation to IPC and the safe management of COVID-19 including audits and policies.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check on a specific concern we had about IPC and the risks related to COVID-19 following an outbreak at the service. We will assess the whole key question at the next comprehensive inspection of the service.

Care homes (Vaccinations as Condition of Deployment)

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. We checked to make sure the service was meeting this requirement. We found the service did not have effective measures in place to make sure this requirement was being met.

- The provider was not correctly checking and recording the vaccination status of staff and professional visitors (who were not exempt). The registered manager was not aware of what proof should be produced to validate vaccination status of staff and professional visitors.

Systems had not been established to ensure the correct checks on vaccination status were made and recorded. This placed people at risk of harm due to the risk of the spread of infection of the COVID-19 virus. This was a breach of regulation 12(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Safe care and Treatment.

The provider responded immediately during and after the inspection. The registered manager sent communications to all staff and professional visitors to inform them they will be required to produce the correct evidence of vaccination status prior to being able to enter the building on their next visit. The registered manager told us they would ensure all evidence of checks was appropriately recorded and securely stored. They said they work with staff to ensure they felt comfortable to challenge anyone not producing evidence of their vaccination status.

Preventing and controlling infection

- We were somewhat assured that the provider was admitting people safely to the service. This was because the registered manager was not aware of the current guidance for admissions. This could impact on people's rights in terms of the need of isolation or face to face visiting.
- We were not assured the provider was facilitating visits for people living in the home in accordance with the current guidance. This was because the registered manager was not aware of the current government guidance on admissions and checks of vaccination status. The provider had not ensured this guidance, which was up to date in the provider's policies, had been implemented in practice.

- 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 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 have also signposted the provider to resources to develop their approach.

Staffing and recruitment

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures. We observed there were enough staff on shift to safely meet people's needs.