

HC-One Limited

Chandlers Ford Care Home

Inspection report

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Date of inspection visit:
24 January 2022

Date of publication:
10 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

About the service

Chandlers Ford Care Home is a residential care home providing personal and nursing care to up to 45 people. The service provides support to adults who require personal or nursing care and people living with dementia. At the time of our inspection there were 22 people using the service.

We found the following examples of good practice.

The premises were very clean and fresh looking. Works were underway to redecorate areas as they became vacant and to ensure décor in communal areas was in good condition, both for cosmetic and infection control reasons. We identified some areas that required additional maintenance to improve hygiene and the registered manager welcomed our observations.

On arrival we were asked to sanitise our hands, sign in, have our temperature taken and asked if we had symptoms of, or been in contact with anyone who had symptoms of, COVID-19. We were also asked to show our vaccination record and evidence of a lateral flow device test taken that day. Face masks were available at the door should they be needed and visitors were only admitted to the service after following these procedures.

Communal areas in the premises had been arranged to facilitate social distancing to encourage people to participate fully in the life of the service without compromising safety.

The service was compliant with all current government guidelines around infection prevention and control and COVID-19.

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.

Inspected but not rated

Chandlers Ford Care 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.

We received information of concern about infection prevention and control measures and staffing at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 24 January 2022 and was unannounced.

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.
- The provider had agreed additional staff posts when required and the registered manager assured us there was no pressure to 'fill beds', the provider was more focussed on ensuring care delivery was safe.

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.
- Visiting arrangements for friends and relatives were in line with current guidance. At the time of our inspection, visits were by appointment and all visitors were required to follow the entry procedures detailed earlier in this report. There were no restrictions on essential care givers visiting. Essential care givers are visitors identified by the person who provide them with additional support. Visits to people at the end of their life were also not restricted. All visitors were required to wear suitable personal protective equipment, PPE.
- People were able to participate in visits outside of the service. For example, one person regularly went shopping with a relative. They had received two COVID-19 vaccinations and a booster vaccine and tested for the virus regularly as part of the services testing programme.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.