

Pro Care Homes Limited

# The Sylvester Care Centre

## Inspection report

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26 January 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

### About the service

The Sylvester Care Centre is a care home providing personal care to up to 25 people who live with dementia and other mental health conditions, in two double and 21 single bedrooms. There is passenger lift access to all floors. At the time of the inspection 25 people lived at the home.

Infection control and hygiene practices reduced some risks to people, staff and visitors from catching and spreading infection. However, we were not fully assured of the effectiveness of the infection prevention and control. Some areas of the home needed additional cleaning. This was ongoing when we inspected.

We have signposted the provider to resources to develop their approach.

We found the following examples of good practice.

There was sufficient personal protective equipment (PPE). PPE and sanitising equipment were placed at the entrance to and throughout the home. Only essential visitors and those for people at the end of life could visit when we inspected in line with national guidance.

People told us they felt safe at the home. One person said, "The staff are good. I feel safe and it suits me here." Senior staff completed risk assessments for people supported and staff members. This was to check how vulnerable they could be to COVID-19 and what action was needed to keep them safe.

People were praising of the staff, the care they provided, the home and infection control practices. One person said, "It's alright here. I'm happy enough." Another person told us, "Have you seen they [provider] are doing everywhere up?" People were encouraged to keep in touch with families and friends by phone, emails and social media.

We saw policies and procedures and Information about COVID-19 were in place and staff were trained on donning and doffing and infection prevention and control. Any new admission was isolated following Public Health England guidance.

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?

### Inspected but not rated

We were somewhat assured the service were following safe infection prevention and control procedures to keep people safe.

# The Sylvester Care Centre

## **Detailed findings**

### Background to this inspection

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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 control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider had in place.

This inspection took place on 26 January 2021 and was announced on the morning of the inspection.

# Is the service safe?

## Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Infection control practices reduced some risks to people, staff and visitors from catching and spreading infection. Although staff carried out regular cleaning which had been increased in response to the pandemic, we were not fully assured of the effectiveness of the infection prevention and control. Some areas of the kitchen floor and shower room and the stairs carpets were dirty. We saw a bathing chair was rusty in places, making it difficult to clean effectively. However, the registered persons had already started taking action.
- New floor cushion was being fitted in all communal areas when we inspected. New stair carpets had been bought to be laid shortly after our visit. We recommended a deep clean to make sure everywhere was thoroughly clean. This was started during the inspection. There were already cleaning schedules but during the inspection the registered manager made them more thorough.
- Staff had sufficient uniforms to wear newly laundered ones each shift. Staff travelling in their own cars or walking wore their uniform on their journey. They went straight to and from work, changed into uniform immediately before work and out of uniform immediately on arriving home. Staff travelling on public transport changed in and out of their uniform in work. However, they were changing in a staff toilet area. We discussed using an alternative more hygienic area as a changing area for staff.
- 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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.