

Four Seasons Homes No.4 Limited

Kingfisher House Care Home

Inspection report

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02 February 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

Kingfisher House is a residential care home providing personal and nursing care for up to 91 people in a purpose built building consisting of four units. At the time of our visit there were 71 people living at the service.

We found the following examples of good practice.

There was a system of regular COVID-19 testing for both people who used the service, staff, and visitors. All visitors, including professionals were subject to a range of screening procedures, including showing evidence of vaccination and a negative lateral flow test before entry into the service to protect people from the risk of acquiring infections.

There was a plentiful supply of personal protective equipment [PPE] for staff and any visitors to use. Hand sanitiser was readily available throughout the service. Staff had received updated training in infection control and in the use of PPE. Staff were observed wearing PPE.

Daily cleaning schedules were in place and all staff were involved in undertaking regular touch point cleaning.

At the time of this inspection the home was coming to the end of a COVID-19 outbreak. People continued to receive prompt medical attention when they became unwell and relationships with health professionals remained positive.

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

Kingfisher House 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 visiting arrangements 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 2 February 2022 and was announced. We gave the service 24 hours notice of the inspection.

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.

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 in care homes

Prior to our inspection we received complaints that during a recent COVID-19 outbreak at the service, people designated as essential care givers were being prevented from visiting. Following our discussions with the homes manager the provider's policy was changed in line with government guidance and people enabled to visit their relatives and loved ones.

All visitors were required to follow safety procedures which included wearing a face covering and carrying out a COVID-19 test prior to visiting.

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.