

West Berkshire Council

Notrees

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

Notrees is a care home providing accommodation and personal care to 13 adults at the time of the inspection. The service can support up to 18 people.

We found the following examples of good practice:

During the pandemic, an activities coordinator position was created. The activities coordinator had a positive impact, preventing social isolation during lockdowns and ensuring people were included in their local community.

Monthly audits of the infection prevention and control were completed. There was an associated action plan, which clearly listed steps that needed to be completed. Most actions related to the refurbishment of the premises. We asked the management team to review the content of the audit to cover other areas of infection control, such as use of personal protective equipment and staff practice.

There were sufficient supplies of personal protective equipment.

Most areas of the building were very clean. Daily walk arounds by the management team checked the cleanliness of each area in the service, as well as other aspects of care. We pointed out areas in the building where deep cleaning required more attention.

Hand hygiene points were available throughout the building. We observed staff perform hand hygiene between caring for different people.

The service ensured that visitors had their COVID-19 vaccination status and lateral flow test checked before entry to the main building. This ensured people's protection from the risk of infection.

The service worked closely with the local authority and clinical commissioning group to keep people safe.

Records regarding staff vaccinations showed only those eligible to work at the service were employed.

Essential caregivers and relatives were promoted to be part of people's everyday lives. Appropriate risk assessments and testing were in place.

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

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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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 21 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 was in line with current government guidance.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

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