

The Worthies Residential Care Home Limited

The Worthies

Inspection report

79 Park Road
Stapleton
Bristol
BS16 1DT

Tel: 01179390088

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12 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

The Worthies provides personal care and accommodation for up to 26 older people. At the time of our inspection there were 23 people living at the home.

We found the following examples of good practice.

Staff greeted visitors at the entrance to the home and took their temperature and ensured they were wearing the correct Personal Protective Equipment (PPE). Arrangements for visiting were displayed clearly so health and social care professionals, friends and family knew what was expected of them to keep people safe.

Visitors had to leave their contact details as part of a track and trace and complete a health declaration and show a negative lateral flow test. Vaccination status was checked for all contractors and health and social care professionals in line with legislation that had come into effect in November 2021.

There were separate zoned areas for putting on and removing PPE, and suitable arrangements for their disposal. There was hand sanitizer, gloves and aprons placed in different areas of the home for ease of access.

The environment had been adapted by moving furniture to enable social distancing. The home had two double bedrooms. The registered manager and the regional manager told us these had not been used during the pandemic and were single occupancy only. Daily activities were organised for people to help with their wellbeing. People looked well cared for and expressed satisfaction about their care and support.

People were supported to see friends and family in accordance with government guidance. People and their relatives had been asked who their named visitors would be. Essential Care Givers (named relative) were supported to visit during the recent outbreak and where people were end of life relatives were also supported to spend time with their loved one. There was also a garden visitors' pod to enable visits as some relatives preferred not to come into the home. Relatives we contacted were satisfied on how the staff and management had managed the pandemic and kept their loved ones safe and the communication that was in place. They said this had improved since the new registered manager had commenced in post.

The provider and registered manager had ensured that staff had up to date information to keep people and staff safe. The registered manager demonstrated a good understanding of the guidance to minimise risks in respect of the pandemic.

All staff had received additional infection prevention and control training, and this had been updated in the last four weeks as the provider had introduced a new training provider. Checks were completed to ensure staff were wearing the correct person protective equipment (gloves, aprons) in accordance with the government guidance. This included hand washing.

There were clear policies, procedures, quality assurance checks and contingency plans in place in respect of managing the pandemic and keeping people and staff safe.

The registered manager told us before the inspection that the lift was being replaced and this would take up to three weeks. Contingency plans were in place. Staffing was being increased at peak times such as mealtimes. We were told this was being increased from three care staff to four care staff to ensure people received safe and effective care. A bedroom had been made into a lounge area on the top floor to prevent isolation of people in this area.

The registered manager and the regional manager said they had not experienced workforce pressure and contingency plans were in place to ensure suitable numbers of staff were working in the home.

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 08 January 2022 and was announced. We gave the service 24-hour 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current 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.