

Top Class Care Limited

Alexandra House - Leicester

Inspection report

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16 March 2021

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22 April 2021

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

Alexandra House is a care home providing accommodation for up to 17 older people, including people living with dementia. At the time of the inspection there were 15 people using the service.

People's experience of using this service and what we found

Prior to the inspection we received information that staff were working in the service whilst testing positive for COVID-19 and had not received support to self-isolate. We found no evidence to support these concerns. The provider had taken immediate action in response to a positive test for COVID-19 and staff were supported to self-isolate. We found people were protected from the risk of acquiring infections and the service was clean. Personal protective equipment was readily available to staff and all staff were following the latest guidance. People and staff were supported to undertake regular testing and robust visiting arrangements were in place to enable people to receive visitors and essential health care.

Rating at last inspection

The last rating for this service was Requires Improvement (published 3 April 2019)

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about infection control risks. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from these concerns.

Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Alexandra House on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Details are in our safe findings below.

Inspected but not rated

Alexandra House - Leicester

Detailed findings

Background to this inspection

The 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

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about staffing levels and infection control. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

Alexandra House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection took place on 16 March 2021 and was unannounced.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We met with three staff members and spoke with the registered manager by telephone during the site visit. We observed care and support provided in communal areas.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We reviewed contingency planning and policies around infection prevention and control.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Requires Improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Alexandra House. We will assess all of the key question at the next comprehensive inspection of the service.

Infection prevention and control

- We received concerns about staff working in the service whilst testing positive for COVID-19.
- We were assured that the provider had robust testing in place for people using the service and staff. The provider had taken immediate action in line with current government guidance and requirements regarding COVID-19 to protect people and staff when a positive test result had been received. Staff had been supported to self-isolate.
- We were assured that the provider was preventing visitors from catching and spreading infections. There was a designated area for visiting which meant visitors did not need to enter the home. This was deep-cleaned after each visit. All visitors were required to undertake a lateral flow test for COVID-19 and complete a questionnaire/declaration upon arrival. Visitors were provided with personal protective equipment (PPE) during the visit.
- We were assured that the provider was meeting shielding and social distancing rules. Staff had given thought to how they could support people who were unable to understand social distancing and isolation, including increased supervision and the use of room sensors.
- We were assured that the provider was admitting people safely to the service. The service was at full occupancy at the time of our inspection visit. The registered manager was able to describe the process for re-admission for hospital discharges and this was supported by a written procedure.
- We were assured that the provider was using PPE effectively and safely. We observed staff wearing PPE in line with current COVID-19 guidance and requirements.
- We were assured that the provider was promoting safety through the layout of the premises and hygiene practices. The provider was in the process of improving the environment through building works and re-decoration. They had ensured hygiene practices were maintained throughout this process.
- We were assured that the provider was making sure infection outbreaks were effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.