

The Orchard Trust

The Orchard Trust - Sevenoaks

Inspection report

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15 February 2022

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

'Sevenoaks' is a residential care home providing personal care for up to 11 adults with a learning disability and/or autistic spectrum disorder. It is a large adapted home in a residential area, within walking distance of town and public transport. The service is divided into two homes, known as 'Larch' and 'Rowan' with their own communal rooms and facilities. Larch and Rowan are connected or separated, internally, via doors into the conservatory.

We found the following examples of good practice.

A variety of safe visiting options was available and thorough checks were completed before visitors entered the service. The service worked closely with people's relatives to assess and mitigate infection control and prevention risks associated with visits to people's family homes.

People were supported to maintain social distancing through effective use of communal and personal spaces, staggered activities and relaxation periods.

There had been no vacancies at the service during the pandemic. Staff had followed national guidance to ensure people returned from hospital safely.

Testing was carried out in-line with national guidance.

A deep cleaning and surface cleaning programme was followed by staff. Recruitment to a vacancy for a domestic/cleaner for Sevenoaks was in progress. A domestic staff member, usually employed at another of the provider's services, was allocated to support enhanced cleaning measures employed during a recent outbreak.

The service acted proactively to manage and limit outbreaks, including ongoing zoning and cohorting of Larch and Rowan, to reduce infection transmission risks within the service. Staff worked closely with external agencies and health professionals and were supported to isolate on full-pay when a risk was identified.

Management plans, policies and procedures reflected best practice to support staff in minimising transmission risks and responding safely to outbreaks. The provider kept relatives informed of changes to national requirements and subsequent changes to their policies.

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 15 February 2022 and was announced. We gave the service 48 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 somewhat assured that the provider was using PPE effectively and safely. Staff use of PPE had not kept pace with updates to provider policy and national guidance. We found gloves and aprons were being overused which may increase risk of transmission of infection.

We have signposted the registered manager to resources to develop their approach.

- 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 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

- People's relatives were asked if they wanted to be 'essential care givers', in line with national guidance. One person's relative had taken this option up, which allowed them to visit with minimal restrictions. The service worked with people's relatives to mitigate risks around visits to people's family homes, when this was their preferred option. Window and garden visits and video calls were also supported.

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.