

Sunbreeze Healthcare Limited

# Elderflower House Nursing and Residential 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
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Elderflower House is a 'care home'. People in care homes receive accommodation and nursing or personal care as 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 accommodates up to 37 people in a large detached property. At the time of our inspection there were 28 people using the service. The service specialises in the care of older people and those living with dementia.

We found the following examples of good practice.

When people had tested positive, they isolated in their own rooms and a sanitation station was placed outside their door. This ensured that staff had additional personal protective equipment and sanitiser readily available when caring for someone with COVID-19.

A system had been implemented to divide staff into two teams. These consisted of a red team and a green team. The red team supported people who had tested positive and required isolation and the green team worked with those who did not contract the virus. The staff used separate toilets and rest rooms. This ensured that cross contamination was reduced.

Staff had been trained in infection prevention and control, food hygiene and COVID-19. They had also been trained in hand washing and donning and doffing personal protective equipment. Staff were also assessed as to their competency with infection control practices.

A regular programme of testing for COVID-19 was in place for staff and people who lived in the service. This meant swift action could be taken if anyone received a positive test result.

We saw that cleaning took place throughout the day and when the domestic staff finished their shift, care staff continued to ensure that touch points were regularly sanitised.

Policies, procedures and risk assessments related to COVID-19 were up to date which supported staff to keep people safe.

There was a robust infection prevention and control audit in place. If there were any areas for improvement identified, there was a clear audit trail and information on how this had been followed up.

Professional visitors had a sign in sheet where it asked for lateral flow test result, temperature and vaccine status. Staff checked this on entry to the service.

There is a clear risk assessment in place for those who are more vulnerable the highest scored were advised to work from home or not with people using the service to reduce the risk of contracting the virus.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

**Is the service safe?**

**Inspected but not rated**

# Elderflower House Nursing and Residential 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.

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 2 February 2022 and was unannounced.

# 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 to 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.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.