

Mr Richard Marchant

St Anne's Residential Care Home

Inspection report

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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

About the service

St Anne's Residential Care Home hereafter referred to as 'St Anne's', is registered to provide accommodation and personal care for up to 23 older people. At the time of the inspection, 15 people were living at the service.

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

When we inspected the service on 14 January 2021, we found people, staff and visitors were not fully protected from the risks of infection and best practice guidance was not always followed in relation to infection prevention and control. At this inspection we found improvements had been made.

The provider had reflected on the concerns raised at the previous inspection and made changes to infection control practices with support and guidance from their local specialist infection control team.

The provider had reviewed and changed the arrangements for donning and doffing personal protective equipment (PPE) for staff entering and leaving the service and introduced a new procedure. We found the services new designated area for donning and doffing PPE contained sufficient supplies of PPE, the availability of hand washing facilities along with appropriate arrangements for the disposal of used PPE to reduce the spread of infection and/or cross contamination.

Individual risk assessments had been completed for all people and staff to identify who might be at higher risk from COVID-19 or in a clinically vulnerable group because of their individual health needs and/or their ethnicity.

Staff had been provided with clear guidance relating to infection control practices and the use of PPE. Staff wore appropriate PPE when they supported people and were able to tell us which PPE was needed for different tasks, such as administering medicines, handling food and delivering other personal care tasks.

Hand washing facilities and hand sanitizer were located around the home and we observed staff washing and cleansing their hands between tasks.

The provider had made changes to the environment by spacing out tables and chairs in communal areas to support people to socially distance during meal times. Staff encouraged and supported people to socially distance whilst in communal areas of the home.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good (published 01 August 2018).

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met in relation to specific concerns we had about infection control practices. The overall rating for the service has not changed following this targeted inspection and remains Good.

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.

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.

Inspected but not rated

St Anne's Residential Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 on specific concerns we had about infection control practices.

Inspection team

The inspection was carried out by one inspector.

Service and service type

St Anne's 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 two managers 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 was unannounced.

What we did before the inspection

We reviewed the information we had received about and from the service since the last inspection and sought feedback from the local authority. We used all of this information to plan our inspection.

During the inspection

We spoke with three members of the staff team the registered manager. We observed staff in the communal areas as they supported people and went about their designated tasks within the home.

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 Good. 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 check if the provider had met the requirements of the Warning Notice we previously served. We will assess all of the key question at the next inspection of the service.

Preventing and controlling infection

At the inspection we undertook on 14 January 2021 we found people, staff and visitors were not fully protected from the risks of catching and/or spreading infections. Best practice guidance was not always followed in relation to infection, prevention and control which placed people at an increased risk of harm. We issued a Warning Notice telling the provider they must act to address the concerns raised and to ensure people are safe.

At this inspection we found the provider had met the requirements of the Warning Notice and was no longer in breach of Regulation 12 Safe care and treatment.

- Following the previous inspection, the provider had reviewed and changed the arrangements for donning and doffing personal protective equipment (PPE) for staff entering and leaving the service and introduced a new procedure. We found the services new designated area for the donning and doffing of PPE contained sufficient supplies of PPE. The availability of hand washing facilities along with appropriate arrangements for the disposal of used PPE helped to reduce the spread of infection and/or cross contamination. Information was available both within this area and around the home about how staff needed to put on and remove PPE safely. Staff we observed consistently followed these guidelines.
- Staff had been provided with clear guidance relating to infection control practices and the use of PPE. All staff were wearing PPE when they supported people and were able to tell us which PPE was needed for different tasks, such as administering medicines, handling food and delivering other personal care tasks.
- Hand washing facilities and hand sanitizer were located around the home and we observed staff washing and cleansing their hands between tasks.
- Staff said, they felt infection control practices had improved, and they had a better understanding of government guidelines in relation to COVID-19 and PPE. One staff member said, "We all feel safer now. It's not until someone looks at what you're doing, that you realise there might be a better way."
- The registered manager confirmed they were continuing to monitor practice through observation and staff supervision.
- Individual risk assessments had been completed for all people and staff to identify who might be at higher risk from COVID-19 or in a clinically vulnerable group because of their individual health needs and/or their ethnicity.
- The registered manager described the changes they had made to the environment to support and

encouraged people to socially distance whilst in communal areas of the home. For example, spacing between seats had been increased both within the lounge and dining area to allow for greater social distancing. Lunch and supper were now being served in both the lounge and dining room which offered people an increased opportunity to socially distance whilst eating their meals. Throughout the inspection we observed staff encouraging and supporting people not to sit next to each other whilst in communal areas of the service.

- Since the last inspection a local infection control specialist had undertaken a virtual tour of the home. They had reviewed the changes the provider had made and provided advice to further improve safety for people and staff in relation to infection control. The registered manager said they had found this helpful and it gave them confidence in the changes they had made in relation to infection prevention and control practice.