

Shaw Healthcare Limited

# Rotherlea

## Inspection report

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10 February 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

Rotherlea is one of a group of homes owned by a national provider, Shaw Healthcare Limited. It is a residential 'care home' which can accommodate up to 70 people in one adapted building. Most people living at the home were living with dementia, and some people had disabilities associated with older age and frailty. At the time of the inspection there were 55 people living in the home.

We found the following examples of good practice.

People and staff were cohorted to specific areas of the home to reduce the risk of infection transmission. The home was clean and hygienic with robust processes in place for cleaning high touch areas, communal spaces and people's rooms. There was an effective laundry system to ensure contaminated laundry was kept separate from other laundry and was washed at a suitable temperature to reduce the risk of the spread of infection.

People were isolated in accordance with government guidance. Staff understood the impact of isolation on people's wellbeing and thought of creative ways to address this. When people were isolated in their rooms, one-to-one time was utilised to talk or offer therapeutic activities. This included listening to music, using the interactive table for people living with dementia, watching television or painting people's nails. People living with dementia who found it difficult to isolate were supported by staff who had done all they could to promote social distancing. When required, staff increased observation of people to ensure communal spaces they had visited could be frequently cleaned to reduce the risk of cross contamination.

Staffing pressures as a result of the outbreak were managed effectively. Although the service used agency staff, some permanent staff had picked up additional shifts to support the service when they could. When agency staff were used, the system in place for booking and deployment ensured that agency staff working across multiple homes during the outbreak was minimised and reduced the potential risk of COVID-19 transmission.

Staff told us they felt supported by the management team and were confident in their ability to manage an outbreak. One staff member said their IPC knowledge and skills had "improved massively" and the team had "worked well together" to keep people safe.

Staff wore personal protective equipment (PPE) as required and had undertaken refresher training in infection prevention and control, the correct use of PPE and their handwashing competence revisited. Throughout the inspection we observed all staff wearing face masks and practicing good hand hygiene.

The provider operated effective systems to monitor people and staff vaccinations, and testing requirements for COVID-19. The management team had completed a root cause analysis to understand how the outbreak occurred and had taken action to reduce the risk of reoccurrence. There was a range of policies to support working practices which were regularly reviewed and updated in accordance with current government

guidance. Policies included a COVID-19 standard operating procedure, admissions and isolation policies, visiting and vaccination requirements and quality assurance / audit tools. Quality assurance processes were effective in identifying issues relating to IPC practice and when required, actions were taken quickly to resolve.

## 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**

# Rotherlea

## **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 10 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 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.

The provider had ensured that visiting was facilitated within the home and people were able to maintain contact with their relatives during the outbreak. The provider had robust and safe processes in place for essential care givers and visitors which were in line with government guidance. There was clear guidance for visitors and essential care givers on what was required of them on arrival and leaving the service. Visitors were provided with personal protective equipment and undertook testing in accordance to current government guidance and safety requirements.

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.

