

Surrey Hills and Heights Dementia Care Centre Limited

Surrey Hills

Inspection report

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Date of inspection visit:
17 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

Surrey Hills is a nursing home providing accommodation, personal and nursing care to up to 45 people. At the time of the inspection, 32 people living with dementia and physical support needs received care in the home.

We found the following examples of good practice.

People were supported to minimise the impact of any periods of time when they required for their care to be provided in their room, for example following a positive COVID-19 test or a hospital stay. Staff considered and assessed individual people's COVID-19 risks and other risks around their health and wellbeing.

Staff told us they were supportive of each other and felt there was good leadership in the home. They received guidance and support, including on how to protect people from the spread of infection. Staff recently refreshed their infection prevention and control training around correct use of the personal protective equipment (PPE). One staff said, "I am happy we work together as a team, we support each other during hard and good times."

There were clear plans on how to manage any outbreaks of infections and staff were able to explain how these had been implemented. There was easy access to PPE around the home and cleaning was done regularly which was confirmed in housekeeping records.

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

Surrey Hills

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 17 February 2022 and was announced. We gave the service 24 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 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 supported people and their relatives with visiting in the care home as per national and local health protection 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 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.