

Angels (Stratton House) Ltd

# Angels (Stratton House) Limited

## Inspection report

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25 January 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

Angels (Stratton House) Limited is a care home registered to provide accommodation and nursing care to up to 24 people. The home specialises in the care of older people including people living with dementia. At the time of this inspection there were 18 people living at the home.

We found the following examples of good practice.

People were cared for by staff who had received some training in infection prevention and control. This helped to promote good practice.

People were being supported by staff who were mostly wearing Personal Protective Equipment (PPE) appropriately. Staff knew what to wear for different tasks and how to safely put on and take off their PPE.

People lived in a home which was clean and fresh. Completed cleaning schedules showed that additional cleaning had been put in place to minimise the risks of COVID-19 and other infections.

Most people who lived at the home were unable to share their experience with us verbally due to their dementia. However, people looked comfortable and relaxed with staff. One person told us, "Everything is fine here." Where people were being cared for in bed, they looked warm and comfortable. Where people were physically supported with their meals in their rooms, staff wore the correct PPE and chatted to the person they were supporting.

Staff and people living at the home were taking part in a regular COVID-19 testing programme. We observed a person being asked if they were happy to be tested and this was done with their consent.

## 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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures 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 25 January 2022 and was unannounced. It was carried out by two inspectors.

# 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. However, there was no risk assessment for a member of staff who was medically exempt from wearing some PPE. The lack of a risk assessment and control measures could place people at risk. The acting manager gave assurances that this would be carried out. They told us if measures were needed to minimise risks they would be implemented. Some staff needed reminding to make sure they wore their mask so it fully covered their face without slipping.
- 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 not assured that the provider's infection prevention and control policy was up to date. The home had employed an independent consultant who was working with the provider to make sure all policies were up to date.
- The provider had not been facilitating visits for people living in the home in accordance with the current guidance. However, changes had been made following advice from CQC and staff told us that essential carers were able to visit. The acting manager gave assurances that other visitors would be able to visit people following the home's period of closure due to a COVID-19 outbreak.

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.

We have also signposted the provider to resources to develop their approach.