

Royal Mencap Society

The Old Rectory

Inspection report

Somerton Road
Winterton-on-Sea
Great Yarmouth
Norfolk
NR29 4AW

Tel: 01493393576
Website: www.mencap.org.uk

Date of inspection visit:
17 January 2022

Date of publication:
08 February 2022

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

The Old Rectory is a care home that provides residential care to up to seven people living with a learning disability or on the autistic spectrum. At the time of this inspection there were seven people living in the home. The home is a converted period building over two floors accessed by stairs with extensive grounds attached.

We found the following examples of good practice.

- The relatives we spoke with told us the home managed infection prevention and control, and specifically COVID-19, well. They told us the service communicated regularly with them. One relative said, "I am very happy with the service and everything they do for my [relative]."
- The home was visibly clean, and we observed staff cleaning throughout our inspection site visit. Cleaning records were in place to demonstrate what had been cleaned when and by whom.
- The people who used the service had COVID-19 risk assessments and care plans in place which were individual to them and took account of aspects such as health and social care needs and accessing the community.
- Visiting was in line with government guidance and the relatives we spoke with confirmed this.
- We observed staff using personal protective equipment (PPE) as per government guidance and there were plentiful supplies.

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

The Old Rectory

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 regarding a staff member working at this service who was not fully vaccinated against COVID-19. From 11 November 2021, it is a condition of deployment that all staff working in CQC registered care homes must be fully vaccinated against COVID-19. We found that one staff member had worked, after this date, having received only one dose of the COVID-19 vaccination. The staff member had worked for one shift and for a short number of hours; they had minimum contact with the people who used the service. Whilst this practice is not in line with government guidance, the circumstances had been appropriately risk assessed, with mitigating actions in place such as full PPE, and without this staff member working, care would not have been able to be delivered. At the time of this inspection, all staff had been fully vaccinated against COVID-19.

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. The service had vacant posts and were finding it difficult to recruit into these however it was having little impact on the service people were receiving. The provider had taken steps to address the workforce issues.

This inspection took place on 17 January 2022 and was unannounced. The inspection continued remotely until 20 January 2022 when feedback was given.

Is the service safe?

Our findings

Staffing

- The service had vacant posts they were finding difficult to recruit into. They felt this was down to the rural location of the home, lack of public transport and staff burn out within the sector.
- Due to staff covering extra shifts, including management, the impact on the service people received was minimal.
- The provider had taken measures to address the COVID-19 related staff pressures which included increased pay, a financial refer a friend scheme and block booking agency staff.

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.
- Although no new admissions had taken place throughout the pandemic, we were assured that the provider understood the need to follow government guidance to ensure safe admissions should this be required.
- 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Whilst the home was visibly clean throughout some equipment was tarnished or damaged meaning effective cleaning would be difficult.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Whilst some staff had not received training in IPC, through observations and discussion, we were assured staff understood good IPC practice.
- 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 now meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. However, a staff member had worked for one shift having only received one dose of the COVID-19 vaccination. The provider had risk assessed this and mitigating actions had been taken to protect those that used the service.

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