

Jeian Care Home Limited

Jeian Care Home

Inspection report

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17 December 2020

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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

Jeian Care Home is a care home providing personal care for up to 17 people aged 65 and over. At the time of the inspection there were 14 people living at the service.

We were not assured that this service met good infection prevention and control guidelines.

Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection.

We were so concerned about the risks to people that we took urgent enforcement action to restrict admissions to the home and to require the provider to take immediate action to improve the infection control processes.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated.

Inspected but not rated

Jeian Care Home

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 17 December 2020 and was unannounced.

Is the service safe?

Our findings

S5 How well are people protected by the prevention and control of infection?

- We were not assured that the provider was preventing visitors from catching and spreading infections. We observed a visitor to the service who was not screened for symptoms of acute respiratory infection, supported to access hand washing facilities or provided with guidance as to any infection prevention control protocols. Neither was the inspector screened on arrival to the service. There was a lack of signage and instructions to explain what people should do to ensure safety and prevent the risk of cross infection.
- We were not assured that the provider was meeting shielding and social distancing rules. Given the current outbreak of COVID-19 infection in the service, zoning and cohorting measures had not been considered with environmental plans produced to enable social distancing as per the Government guidance provided to care services.
- We were not assured that the provider was admitting people safely to the service. There have been no new admissions since the start of the pandemic. However, there was no system for ensuring people are assessed twice daily for the development of a high temperature or COVID-19 symptoms in line with government guidance for care homes.
- We were not assured that the provider was using PPE effectively and safely. There was no designated donning and doffing areas for staff to apply and dispose of PPE equipment. There was no signage to guide staff on donning and doffing procedures and handwashing and hand sanitiser was not visible in all required areas. Staff were observed not wearing PPE as required.
- We were not assured that the provider was promoting safety through the layout and hygiene practices of the premises. We observed the registered manager entering and leaving the rooms of people both with and without confirmed COVID-19 infection whilst failing to wash or sanitise their hands and wearing only a face mask. We also observed the registered manager take the lid off a commode in one person's room without using gloves or washing their hands after. This demonstrated poor infection control practice and does not follow current government guidance with regard to management of COVID-19.
- We were not assured that the provider was making sure infection outbreaks can be effectively prevented or managed. There was no designated infection control lead and nor anyone appointed with oversight for cleaning and decontamination within the service. There was no system to ensure infection control audits were carried out to identify shortfalls and actions to rectify concerns.
- We were not assured that the provider had in place an up to date, effective infection prevention and control policy. The registered manager told us their infection prevention control policy required staff to change into and out of their uniforms whilst on site. However, staff told us they were not aware of this policy, and in practice wore their uniforms to and from the workplace. Staff also told us they used public transport to and from work whilst dressed in their work uniforms. This increased the risk to service users and others of COVID-19.
- We were assured with the support of health protection team the provider was accessing testing for people using the service and staff.

The provider failed to ensure safe infection control practices were in place. This placed people at risk of harm. This was a breach of regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008

(Regulated Activities) Regulations 2014.

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

This section is primarily information for the provider

Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment The service did not ensure safe and effective infection control practices.

The enforcement action we took:

We placed conditions on the providers registration.