

Total Support Solutions Limited

St Margarets Care Home

Inspection report

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09 November 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

St Margarets Care Home is a residential care home providing care and support to up to 22 people, some who were living with dementia. At the time of inspection there were 16 living at the home, this included one person who was in hospital.

We found the following examples of good practice.

The registered manager had completed service visit risk assessments for all residents who received visitors. These detailed how to safely manage the visit for each person according to their needs and abilities.

For people who were in their rooms and either unable or chose not to access the communal areas, there was a social isolation risk assessment in place. These were regularly reviewed by staff to try and improve people's wellbeing and reduce the risk of isolation. Care staff had taken on the role of providing activities during the pandemic and had thought of creative ways to keep people engaged and active.

All staff were responsible for cleaning and signed an infection control form when they had cleaned certain areas of the home. It was common practice that whenever staff went anywhere in the home, they cleaned regularly touched surfaces as they went along.

An automatic hand washing station had been installed outside the front door of the service with instructions on the screen for safe hand washing. The hand washing station was touch free and sensors identified where soap and water was required.

The registered manager had changed several household items for disposable items in order to promote good infection control. This included paper doilies on food trays and paper napkins for use at meal times. The registered manager had also installed paper towel dispensers in all individual and communal bathrooms.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

St Margarets 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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 9 November 2020 and was announced.

Is the service safe?

Our findings

S5. 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 have also signposted the provider to resources to develop their approach.