

S.E.S Care Homes Ltd

Valeries Care Home and Valeries Home Care

Inspection report

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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

Since our last inspection in March 2020 the service had changed its name from Valeries Residential Care Home to Valeries Care Home and Valeries Home Care. The service is registered to provide personal care for up to 17 people in one adapted building. People in care homes receive accommodation and nursing or personal care, as a single package under one contractual agreement. The Care Quality Commission regulates both the premises and the care provided, and both were looked at during this inspection. There were 12 people living in the home at the time of inspection. People living at the service were older people, some of whom were living with dementia. The service was not providing a home care service at the time of our inspection.

We found the following examples of good practice.

The provider followed current Government guidance to protect visitors from catching and spreading infection. For example, visitors were provided with personal protective equipment (PPE) to wear whilst visiting the home. Visitors, including health care professionals were asked to complete a lateral flow test and health care professionals were asked to provide evidence of their COVID-19 vaccination status before entering the home. Records demonstrated that all staff who worked at the home had been fully vaccinated against COVID-19.

People were admitted into the service safely. The provider ensured people had been tested for COVID-19 before admitting them into the home. Before the service admitted any new person whether from their own home, another care home, or hospital, the registered manager contacted the local authority task force, who provided an individual risk assessment, which staff then followed.

The registered manager highlighted the successful collaboration with the local authority task force as a major contributory factor in the effective management of infection prevention and control during the pandemic.

People and staff had risk assessments in place to identify their individual risks associated with COVID-19. We saw protective measures were in place to keep people and staff safe.

Staff had completed infection prevention and control training. During our visit we observed staff adhere to good practice in relation to PPE. The provider ensured sufficient stock of PPE and COVID-19 tests were available.

People consistently told us that staff made them feel safe. The provider had assessed the impact of staff wearing PPE on people's level of anxiety, particularly those who had limited or fluctuating mental capacity, and had implemented measures to provide reassurance to mitigate these concerns. Staff had adapted practice where required, for example; lowering PPE masks from an appropriate distance to aid communication via lip reading, to reduce the anxiety of a person who was hearing impaired.

The management effectively operated a 'whole home' testing programme, in line with national guidance, to ensure people and staff had adequate access to the COVID-19 testing. The provider had an infection prevention policy in place and contacted their local health protection team in a timely way in the event of a COVID- 19 outbreak.

Staff had a good understanding of COVID-19 symptoms that present in older people. The registered manager ensured the staff and people who presented with COVID- 19 symptoms were tested immediately.

The provider's visiting policy ensured that individual risk assessments considered the human rights of people, as well as any vulnerabilities outlined in their care plan, and acknowledged the important role that visiting can play in this.

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

Further information is in the detailed findings below.

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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.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. 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.

This inspection took place on 22 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

- The registered manager told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures. This was confirmed during conversations with the registered manager and staff, and corroborated by documents reviewed. The chef and a senior support worker told us that staff readily volunteered to cover unforeseen staff absence when required. This ensured that people had experienced good continuity and consistency of care during the pandemic, from staff who knew them well. Further resilience was provided by the registered manager and other emergency contingencies included further support available from other services within the provider's care group..

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 personal protective equipment 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.

Visiting in care homes

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.
- The service was facilitating visiting at the home in line with the current government guidelines at the time

of the inspection. For example, essential care givers and family members were supported to visit the home. Other methods of maintaining contact between people and their families were being effectively supported. This included visits in well-ventilated spaces, telephone calls, video calls and regular emails.