

Alliance Care (Dales Homes) Limited

# Kingston Care Home

## Inspection report

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Kingston Care Home is a residential care home providing personal and nursing care to 48 people aged 65 and over at the time of the inspection. The service can support up to 67 people.

We found the following examples of good practice.

The provider was facilitating visits for people using the service in accordance with current Government COVID-19 guidance on visiting care homes. For example, the care home was now open to visitors providing they followed strict COVID-19 guidelines. This included ensuring all care home workers and other professionals visiting the service were fully vaccinated against COVID-19, unless they had an exemption.

Alternative arrangements were in place to help people who were self-isolating remain in contact with their family and friends. For example, people were supported to keep in touch with people that could not visit them in-person at the care home through the use of video and telephone calls. The service continued to facilitate garden visits which enabled people to see and speak to their relatives through the safety of a window or portable Perspex screen.

Staff wore their personal protective equipment (PPE) in accordance with current infection prevention and control (IPC) guidance. To support communication and reassure people living in the care who may be anxious seeing staff wear PPE the provider ensured staff wore clearly visible photos of themselves to help people identify different members of staff. The service had adequate supplies of PPE that met current demand and foreseen outbreaks.

Staff received up to date IPC and PPE training, which was routinely refreshed. Staff we spoke with demonstrated a good understanding of their IPC and PPE roles and responsibilities.

New admissions to the care home had been put on hold as a temporary measure to reduce the spread of infection there following a recent COVID-19 outbreak at the service. People returning after a stay in hospital or time away were continued to be required to have a negative COVID-19 test and to self-isolate in their bedroom for at least 10 days.

The provider participated in a 'whole home' COVID-19 testing program. This ensured everyone living, working or visiting the care home were regularly tested for COVID-19. The provider knew how to apply for COVID-19 home testing kits and had adequate supplies.

Staff who worked at the care home were vaccinated against COVID-19 in line with government requirements. This was because the provider operated effective monitoring systems to check staff complied with best IPC practices and were fully vaccinated against COVID-19.

The care home was kept hygienically clean. There were detailed records kept of staffs new cleaning schedules, which included a rolling program of continuously cleaning high touch surfaces, such as light

switches, grab rails and door handles. Managers told us they had increased the number of domestic staff working on day time shifts during the pandemic to help with their increased cleaning responsibilities and demands.

Managers and nursing staff routinely monitored and audited compliance with IPC practices. This included daily walkabout tours of the care home to check staff continued to wear their PPE correctly, were socially distancing as and when required, and were routinely cleaning high touch surfaces.

The provider had assessed infection risks everyone living and working at the care home might face, and where people were deemed to be disproportionately at risk from COVID-19, appropriate action had been taken to minimise the impact.

The provider had put robust measures in place to mitigate the risks associated with COVID-19 related staff pressures. They had also reduced the number of temporary agency staff they used and ensured bank staff worked exclusively in the one care home to reduce the risk of spreading infection.

We were assured that this service met good infection prevention and control guidelines.

## 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**

# Kingston 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 24/01/22 and was announced. We gave the service one hours' notice of the inspection.

# Is the service safe?

## Our findings

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 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 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 meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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