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The Old Vicarage

Inspection report

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Tel: 01524221284

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27 May 2021

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Ratings

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

Overall summary

The Old Vicarage is a residential care home providing accommodation and personal care to 11 people aged 65 and over at the time of the inspection. The service can support up to 15 people.

We found the following examples of good practice:

We noted good practices in areas we considered including the use of and disposal of personal protective equipment (PPE). Staff, management and visitors were using PPE correctly and there were robust procedures in place around the use of PPE.

The provider and registered manager had processes to minimise the risk to people, staff and visitors from catching and spreading infection. These included weekly testing of staff and at least every 28 days for people living in the home. Hand sanitiser and PPE were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands and regular use of hand sanitisers.

Visiting rules and process were communicated effectively to people using the service and their relatives. However, checks and processes around visiting professionals entering the home were not robust enough and the registered manager altered this position during the inspection. This would reduce the risk of professionals unwittingly spreading infection into the home.

Where appropriate, and consistent with infection control rules, 'socially-distanced domestic' visits had been taking place. We noted the processes around this were in line with local rules and guidance. We noted they were regularly reviewed and adapted to reflect latest guidance and legislation.

We noted the provider had developed a visiting area inside a conservatory attached to the home. This incorporated shielding and isolation processes to ensure visitors and residents were protected.

Infection control policy and people's risk assessments had been completed and revised following the pandemic so that people were protected in the event of becoming unwell or in the event of a COVID-19 outbreak in the home. The registered manager insisted people were tested before admission and consistent with guidance, people were not being admitted to the home at the time of the inspection. This will be reviewed as appropriate and in line with any changes in restrictions. We were satisfied the service, staff, people and visitors were following the rules.

People's mental wellbeing had been promoted by use of social media and hand held devices so people could contact their relatives and friends. Staff had comprehensive knowledge of good practice guidance and had attended COVID-19 specialist training. There were sufficient staff to provide continuity of support and ensure safeguards were in place should there be a staff shortage.

Policies and infection control processes were regularly reviewed when guidance changed. We saw good examples of this that took into account guidance from a wide variety of sources. The registered manager kept abreast of developments and we saw examples of where they had considered new guidance and provided this in a summary to staff in the home.

The home was clean and hygienic. The service had a designated cleaner. All staff had received COVID-19 related supervision and had access to appropriate support to manage their wellbeing should it be required.

The provider had created a policy around the national COVID-19 vaccination programme. Staff and residents were encouraged to participate and were supported appropriately.

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?

Further information is in the detailed findings below.

Inspected but not rated

The Old Vicarage

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 the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 27 May 2020 and was announced. It was announced because it occurred during the COVID-19 pandemic and checks were made at the service before inspection to ensure it was safe to proceed.

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 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 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.