

Colville Care Limited

Beggars Roost Nursing Home

Inspection report

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26 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

Beggars Roost Nursing Home is a care home providing nursing care and support for up to 28 people. People were living with a range of needs associated with the frailties of old age. At the time of our inspection there were 19 people accommodated at the service.

We found the following examples of good practice.

The provider had purchased two outdoor buildings which were being built in the garden at the time of our inspection. These rooms were for visitors to use when seeing their relatives. The buildings had outdoor access, heating and social distancing screens to facilitate safe visiting and follow social distancing guidance. The rooms were being adapted to allow for cleaning and ventilation between each visit to ensure that infection prevention and control measures were met.

Staff were aware of the impact isolation can have on the wellbeing of people and had thought of creative ways to address this. One to one time with people was increased and activities were combined with care. The registered manager told us that to support a person who was anxious the provider purchased a device that uses speech recognition to perform a range of tasks on command and put this in their room. This allowed them to call their relatives at any time, without the need for staff support.

The registered manager told us that while supporting a person in isolation with their meal, an electronic tablet was used to video call the persons relative. This meant that people could see each other and speak to each other whilst having their meal, reducing the impact of loneliness and social isolation.

During an outbreak of COVID-19 the registered manager increased the frequency of testing for staff and people. Staff were tested twice a week and people weekly. In addition, people were assessed twice a day for developing symptoms of COVID-19 or changes in physical health, to ensure that any change was found and acted upon at the earliest opportunity.

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

Beggars Roost Nursing 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.

We received information of concern about infection prevention and control practice at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place.

This was an unannounced inspection which took place on 26 November 2020. The inspection took place out of hours to enable us to target specific areas regarding the information of concern we had received about infection prevention and control practice.

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 accessing testing for people using the service and staff.
- We were assured that the provider was admitting people safely to the service.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. The provider had protocols in place to support safe visiting. However, some staff were unsure of the protocol and process in place. Staff were observed entering the home through different doors without access to hand cleaning facilities or designated route to the changing area. This placed staff and people at potential risk of cross contamination. This was immediately raised with the provider and action was taken to designate a single entry and exit door with sanitiser available for visitors and staff to clean their hands. In response to concerns raised at the inspection, the provider ensured there was appropriate signage which clearly explained the visiting process and route throughout the home. The provider had also allocated a second changing room and provided refreshment facilities in the staff room, to reduce the need for the unnecessary movement of staff around the home.
- We were somewhat assured that the provider was meeting shielding and social distancing rules. People who had tested positive for COVID-19 were self- isolating in their rooms, however some bedroom doors were left open, and rooms of people who had tested positive for COVID-19 were mixed in the corridor with the rooms of people who were negative. This increased the potential risk of cross contamination between people. When this was raised with the provider, we were informed they would consider how they could safely cohort COVID-19 positive people during an outbreak. The provider was planning to have designated isolation rooms in one area of the home and would increase testing of people in isolation. The provider was proactive in seeking support from the local authority infection prevention and control team.
- We were somewhat assured that the staff were using personal protective equipment (PPE) effectively and safely. Whilst we observed staff wearing PPE, staff had not received specific training around how to safely put on and take off PPE or correct means of disposal. We observed used PPE on a table in the communal lounge and gloves in a household waste bin. This increased the risk of potential cross contamination for people and staff. After we raised these concerns with the registered manager, designated areas were implemented for staff to put on and remove PPE and additional bins provided for correct disposal. The registered manager had devised an action plan stating that one to one training would be given to all staff to refresh their knowledge of how use PPE correctly.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. The premises looked clean and hygienic and there were daily cleaning schedules in place for rooms and communal spaces. The registered manager monitored the cleaning schedules and the housekeeper told us that high touch areas throughout the home were cleaned twice daily, though there was no recording that this had been completed.

- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. At the time of inspection staff had not received recent training for infection prevention and control specifically for COVID-19. This meant staff did not always demonstrate safe practices in managing infection prevention and control. To improve staff practices around infection prevention and control, the registered manager has since provided training updates and requested additional training resources from the local authority.

- We were somewhat assured that the provider's infection prevention and control policy was up to date. The provider had policies in place to guide and support staff in the management of infection prevention and control. Some policies had been updated to reflect the changes required since the COVID-19 pandemic. However, we observed that protocols were not always followed by staff and adequate systems were not in place to ensure that infection prevention and control practice was always safe. This was immediately raised with the provider and the registered manager, who reviewed their systems for monitoring compliance and performance amongst staff in relation to safe infection prevention and control practice.

Care and treatment was not always provided in a safe way for people using this service. The provider had not ensured staff were doing all that was practicable to mitigate risk by assessing, preventing, detecting and controlling the spread of infections. This was a breach of Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following inspection we spoke with the provider about the concerns we found. The provider gave us assurances that action would be taken to bring practices in line with the correct infection prevention and control guidance.

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

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 12 HSCA RA Regulations 2014 Safe care and treatment</p> <p>The provider had not ensured they had done all that was needed to protect people from the spread of infection or that infection prevention and control practice was safe.</p>