

St Vincent's Charitable Trust

# St Vincent's Nursing Home

## Inspection report

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13 January 2022

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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 Vincent's Nursing Home is a residential care home providing personal and nursing care to up to 60 people aged 65 and over with general nursing and end of life care needs. At the time of the inspection there were 57 people living at the home. The service had four separate units, each of which have individual bedrooms with en-suite facilities and communal living, dining, bath, shower and toilet facilities.

We found the following examples of good practice.

- People living at the home were supported to have visitors, but issues were identified in relation to three days when the home closed to all visitors including essential care givers, against government guidance. This was discussed with senior staff at the home and they confirmed that any further decisions regarding visiting would be in line with guidance in place at the time.
- Relatives and friends carried out a COVID-19 test when they arrived at the home and temperature checks were carried out before entering the home. Visitors were provided with appropriate personal protective equipment (PPE). The provider checked and ensured the vaccination status was recorded for professionals and contractors visited the home and they ensured a COVID-19 test was completed and PPE was used.
- We saw the home was clean and cleaning was underway during the inspection. Care workers had access to PPE and hand gel which was located around each unit. There were signs in communal areas indicating the total number of people allowed into the room to ensure social distancing was possible. The chairs in the chapel, located within the home, were arranged to enable people to attend Mass and to socially distance. People could also access the garden.
- People were supported to take part in activities in a safe way and to interact with other people in their unit.
- The provider had a clear process for COVID-19 testing of both people living at the home and staff.
- Risk assessments had been completed to identify any possible issues including when people left the home to go out with relatives and friends.

## 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**

# St Vincent's 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 visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures 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 13 January 2022 and was announced. We gave the service one days' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

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

### 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 were assured that the provider's infection prevention and control policy was up to date.
- People living at the home were supported to have visits from relatives and friends, but concerns were raised by relatives in relation to an issue which occurred over the Christmas and New Year period. We were informed by relatives that the provider had closed the home to all visitors including essential care givers on 25 and 26 December 2021 and 1 January 2022. During this period the home was experiencing a COVID 19 outbreak which meant there were restrictions on visiting. The visiting guidance in place at this time stated essential care givers should be supported to continue to visit. During the inspection this was discussed with the registered manager and the quality governance facilitator who confirmed the decision to close the home to all visitors on these three days was related to reducing the pressure of supporting visitors to carry out COVID 19 testing on the three days so staff could spend more time with people living at the home. The registered manager and quality governance facilitator agreed this should not have happened and confirmed that any future decisions relating to visiting would comply with the current government guidance in place at the time.
- Following the inspection, the quality governance facilitator provided copies of newsletters which were sent to relatives apologising for the restrictions which prevented essential care givers from visiting on the three days and confirming current visiting procedures were in line with the government guidance. Due to the

restrictions on admissions having been resolved and relatives and friends were overall supported to visit people using the service in line with guidance, we will not take further action against the provider but we will continue to monitor the service to make sure that as far as possible they adhere to government 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.