

Little Sisters of the Poor

St Joseph's - Newcastle

Inspection report

St Joseph's Home
Westmorland Road
Newcastle Upon Tyne
Tyne and Wear
NE4 7QA

Date of inspection visit:
14 April 2022

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19 May 2022

Tel: 01912731279

Website: www.littlesistersofthepoor.co.uk

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

St Joseph's is a care home, providing care for up to 58 people with nursing and personal care needs. At the time of the inspection there were 52 people living at the service including people living with dementia.

We found the following examples of good practice.

The provider was facilitating visits for people who used the service safely. A visiting pod was available in the garden; people were supported to make video calls when relatives couldn't visit. The service had purchased a microphone to help people and their visitors hear each other during window visits.

The service was clean. Enhanced cleaning was being carried out including frequent touch points such as handrails and door handles.

People were encouraged to be socially distant from each other when in communal areas. People said that staff always wore their masks and other PPE when helping them.

Risk assessments and policies were in place to help keep people safe.

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 Joseph's - Newcastle

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 14 April 2022 and was announced. We gave the service 24 hours' 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.

Visiting in care homes

The registered manager ensured visiting by friends and relatives was completed in accordance with government guidelines.