

Young at Heart Care Homes Ltd

Little Croft Care Home

Inspection report

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Oldland Common
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19 January 2022

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Ratings

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|---------------------------------|-------------------------|
| 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

Little Croft is a care home that provides personal care and accommodation for up to 41 people. The service is provided in accommodation over two floors. At the time of this inspection 36 people were living in the home.

We found the following examples of good practice.

On our arrival we were greeted by a member of staff and had our temperature taken, we were asked to provide our Covid Pass to show our vaccination status and evidence that we had completed a Lateral Flow Test (LFT) prior to our visit. Everyone visiting provided contact details to support the track and trace system. Vaccination status was checked for all contractors and health and social care professionals in line with legislation that had come into effect in November 2021. Visitors were shown to the area of the home they were visiting, by the shortest and most direct route.

We were introduced to people as we walked around the home. They were happy and relaxed, and the atmosphere was calm and peaceful. The emotional wellbeing of staff, people and their families had been supported throughout the pandemic. Each person had been individually risk assessed to ensure visits were person centred. This helped ensure their visits were meaningful whilst maintaining everyone's safety. The registered manager ensured the current government guidance was being followed to support visiting in the home when there wasn't an outbreak.

During a recent Covid outbreak the registered manager had ensured people had access to a nominated Essential Care Giver (ECG). This was usually a family member, but an alternative significant other would be nominated for those who did not have family. Enhanced risk assessments ensured this was managed safely and that all relevant testing and the use of PPE was maintained at all times. One person had been supported with their mental health needs which had deteriorated in recent weeks. It was evident that a visit from their ECG had been imperative in ensuring they felt their emotional wellbeing had been respected. End of life visits had also been supported and respected so that people could spend time with those people who were important to them.

Staff recognised their responsibility to protect the people they cared for and how crucial it was that when they were not at work, they respected and followed government guidelines to reduce their own exposure to risks. The registered manager spoke with us about the continued commitment and team work from all their staff. They met with staff individually and they had access to a wellbeing questionnaire. The questions supported addressing concerns about the pandemic and how this was effecting them on a personal level and within the workplace. The registered manager said this had helped to reduce anxiety and it had been important to recognise success to ensure staff felt valued.

At the time of this inspection the home was coming to the end of an outbreak. The providers workforce contingency plan had ensured people's safety and quality of care had not been compromised. People

continued to receive prompt medical attention when they became unwell and relationships with health professionals remained strong. When people were admitted to the home, risk assessments were completed, and people isolated in line with current guidance. Social distancing was encouraged throughout the home. Where this was not achievable, staff were aware of the need for enhanced cleaning of frequently touched surfaces and people were supported to wash their hands regularly.

Audits were undertaken, and actions would be taken to ensure improvements were made if necessary. Staff had received IPC training and regular updates were provided. Spot checks took place to check staff understanding and compliance with the use of PPE and infection prevention and control practices. There was effective, supportive communication between the provider, registered manager, staff, people living at the home and their relatives.

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

Little Croft 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 19 January 2022 and was announced. We gave the service one 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.
- 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.