

Prime Care (UK) Limited

Sylvan House Residential Home

Inspection report

2-4 Moss Grove
Prenton
Wirral
Merseyside
CH42 9LD

Tel: 01516081401

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10 February 2021

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24 March 2021

Ratings

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

Summary of findings

Overall summary

Sylvan House Residential Home is a care home providing accommodation and personal care for up to 20 people in one adapted building.

We found the following examples of good practice.

We were assured that the provider, registered manager and staff members at the home had taken appropriate and effective action to help prevent the spread of infection; and help ensure that people were safe during the COVID-19 pandemic.

The provider and registered manager had acted early in the pandemic and ensured that appropriate policies, risk assessments, record keeping and contingency plans were in place. These had been regularly reviewed and updated as more information became available to ensure they were in line with the latest guidance. Systems at the home had changed and improved during the pandemic which showed a culture of continuous improvement. The registered manager had ongoing oversight of the response to COVID-19 at Sylvan House.

The registered manager had ensured effective use of available testing for COVID-19 for both staff members and people living at the home in line with government guidance. This meant that staff members were tested multiple times each week. Both staff and people living at Sylvan House had been supported to take part in the vaccination program.

Each person's consent in line with their rights had been assessed in relation to COVID-19 testing and vaccination. This ensured that people were listened to, their rights were protected, and any decisions made on a person's behalf were done so collaboratively and in their best interests. This process had been completed thoughtfully and in detail.

Safe visits had been facilitated during the warmer months in a garden gazebo and the registered manager had risk assessments and plans for when indoor visiting was to take place. Procedures were in place to ensure that any essential visits to the home took place safely.

Staff showed concern for and supported people with their wellbeing and mental health. Staff supported people to use a variety of different technologies to make video calls with friends and family. The registered manager told us that if a person had no family members; a staff member who was not on duty would also give them a video call, so that they felt included. People had been supported by staff to celebrate special occasions during the lockdown period in creative ways.

Staff at the home made appropriate use of personal protective equipment (PPE). Staff had received training in how to use PPE effectively. The home had good stocks of PPE in convenient places. Additional cleaning took place ensuring that the home was clean.

As part of contingency planning; staff were aware of what action they would take if any COVID-19 infection was identified at the home. The home had plans to be split into zones which would help prevent the spread of infection.

People were admitted into the home safely. Staff were knowledgeable of the safe admission processes in place and had a good understanding of each person's needs. It was clear that staff had good relationships with people which helped staff support them to remain safe. One staff member told us, "We have done our best and tried really hard to 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

Sylvan House Residential 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 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 10 February 2021 and was unannounced.

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 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.