

Prime Life Limited

Meadow View

Inspection report

Meadow View Close
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Date of inspection visit:
16 September 2021

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06 October 2021

Ratings

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

Summary of findings

Overall summary

Meadow View is a single storey purpose built residential home providing personal care to 42 older people. There were 38 bedrooms, four of which could be used as shared rooms. At the time of our inspection there were 35 people living at the home. The home is split into a large main building and a separate building known as 'The Poppies'. Some people living at the home were living with dementia.

We found the following examples of good practice.

The provider had assessed the risks of COVID-19 thoroughly.

There were robust procedures to prevent visitors from spreading infection. Visitors completed self-declaration forms, had their temperature taken and were supported to wear appropriate personal protective equipment (PPE) before being allowed entry. A booking system was used to manage visitor numbers.

People were supported to keep in touch with their family and friends through telephone and video calls.

Changes were made to the layout of the home to enable social distancing.

Staff received infection prevention and control training.

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

Meadow View

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 practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 16 September 2021 and was announced.

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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.
- We were somewhat assured the provider was using PPE effectively and safely. Some staff told us they removed their facemasks before they left the bedroom of a person who had tested positive for COVID-19. Good practice guidance advises staff to remove their facemask after leaving the bedroom. There were accessible and sufficient supplies of PPE. PPE station points required aprons to be on a roll to enable staff to remove one, without contaminating others. We found aprons were not on a roll and staff had to remove all of the aprons to unravel one for use. This increased the risk of spreading infection.
- We were somewhat assured the provider was accessing testing for people using the service and staff. The registered manager informed us the home took part in the whole home testing scheme and government guidance was being followed. We were assured weekly Polymerase Chain Reaction (PCR) tests were being carried out with staff but we could not be assured the recommended twice weekly Lateral Flow Tests (LFT) were being carried out. In addition, to minimise the risk of COVID-19, the registered manager advised all staff were required to have their temperature taken before their shift. We found no evidence to support this and on the day of our visit staff confirmed they had not had their temperatures taken. Following our visit, the registered manager designed a new protocol to ensure LFT and staff temperatures were completed and recorded before staff entered the home.

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