

RVJ Healthcare Ltd

Knowle House Nursing Home

Inspection report

Lingfield Road
East Grinstead
West Sussex
RH19 2EJ

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Date of inspection visit:
17 February 2022

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25 March 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Knowle House is registered to provide nursing care and accommodation to 35 people. There were 23 people at the home at the time of the inspection.

We found the following examples of good practice.

The service was clean and tidy. Cleaning tasks were consistently completed. There were appropriate policies and procedures for infection prevention and control (IPC), which were understood and followed by staff. Staff were wearing appropriate PPE in-line with government guidelines. Staff had completed infection prevention and control (IPC) training which included the safe use of PPE. Staff had regular competency checks for effective handwashing and the donning and doffing of PPE.

People were supported to maintain their relationships with friends and family where they wished to do so. There were systems in place for safe visiting, this included screening for symptoms and temperature checks prior to entry to the service. Personal protective equipment (PPE) was available for visitors use.

The registered manager completed risk assessments to promote people's safety. They worked with the Local Authority and Public Health England to manage COVID-19. The registered manager ensured there was an appropriate COVID-19 testing regime in-line with current government guidelines.

Further information is in the detailed findings below.

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

Knowle House 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.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. 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 17 February 2022 and was unannounced.

Is the service safe?

Our findings

We have not changed the rating of this key question, as we have only looked at the part of the key question in relation to infection prevention and control.

We will assess all of the key question at the next comprehensive inspection of the service.

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

- Risk assessments regarding visiting the home had been completed in order to facilitate visits taking in to consideration the geography of the building. This included the narrow corridors and the challenges this caused in respect of social distancing. In line with the risk assessment the registered manager had implemented a booking system to limit the number of people at the service at any one time. The registered manager understood the importance of visitors to people's well-being.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.