

Western Health Care Limited

Downs House

Inspection report

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16 February 2021

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Downs House is a residential care home which provides accommodation and support to up to 49 people, including people living with dementia. Care was provided in one adapted building and people had access to a number of communal spaces and an outdoor area.

We found the following examples of good practice.

The provider had considered the use of the environment to protect people from the risk of the spread of COVID-19. This included review of communal areas to support social distancing and implementing personal protective equipment stations throughout the home.

We reviewed information which provided assurances that the provider understood and implemented national guidance to support safe admissions to the home. This included implementing measures such as testing schedules and isolation schedules for new people entering or returning to the home.

People and staff were supported appropriately to have access to regular testing in line with national guidelines and staff were able to access the COVID-19 vaccination programme.

The provider had adapted an area of the home to facilitate screened visits for people and their loved ones. This meant people could have regular visits scheduled with their nominated friend or relative, whilst reducing the risk of transmission of viruses. The provider also ensured people were supported to keep in touch with their friends and relatives via alternative means such as telephone or online virtual calls.

The provider ensured there was ample supply of appropriate personal protective equipment, and we observed staff using this in line with national guidance.

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

Downs House

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 coronavirus 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 16 February 2021 with a site visit and was announced. We completed a virtual follow up review of information with the Registered Manager on 02 March 2021.

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 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 accessing testing for people using the service and staff.
- We were assured that the provider was making sure infection outbreaks can be effectively managed.
- We were somewhat assured that the provider was using Personal Protective Equipment (PPE) effectively and safely. We observed staff wore appropriate PPE when supporting people and moving around the home. However, we identified staff had not received any formalised updated training around the use of PPE and Infection Prevention and Control (IPC) in relation to the pandemic to support their knowledge and adherence to national guidelines. We discussed this with the registered manager who agreed that this could be more robust. We provided signposting to the home's clinical commissioning group for further support with this.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. Most visits at the home were facilitated in an adapted room which was screened and had adequate ventilation. However, we found measures for visitors at the home were not always robust or consistently implemented. For example we found safety measures in place for visitors entering the home did not always reflect all aspects of national guidance such as the use of lateral flow testing devices (LFD). We raised this with the registered manager who took immediate action to address this following our feedback.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. We reviewed information that evidenced designated cleaning staff undertook increased cleaning within the home. However, we noted that the cleaning practices and IPC protocols in place for the visitors room were not always effectively implemented. For example, there had been occasions where the visitors room had not cleaned between visits. We also identified that information on what was expected of staff regarding the hygiene practices for the visiting room was not always clear. The registered manager took immediate action to address this.
- We were somewhat assured that the provider's infection prevention and control policies and procedures were up to date. The provider had implemented and reviewed a range of policies and procedures. However, we found these did not always consistently include information on the measures that had been implemented in practice to keep people and staff safe. This included information on risk management where people were supported to access the homes minibuses as part of planned routine exercise. The registered manager took immediate action to address this.

We have also signposted the provider to resources to develop their approach. This included signposting links to national guidance and the local clinical commissioning group IPC resources.