

St Philips Care Limited

Roxholm Hall Care Centre

Inspection report

Roxholm
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14 December 2020

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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

Roxholm Hall Care Centre is a residential care home which can provide accommodation and personal care for up to 39 people, some of who may live with dementia or physical illness. At the time of the inspection 24 people were living in the home.

We found the following examples of good practice.

- A recent outbreak of COVID- 19 at the service had been managed well and the plans in place to support people had been utilised safely. People who tested positive for COVID- 19 were isolated in line with government guidelines. People living with dementia were supported to socially distance as much as possible and staff supported them to reduce any anxiety they felt.
- Staff who tested positive or had displayed symptoms of COVID- 19 had isolated in line with the government guidance and were symptom free before returning to work.
- People who lived at the service and staff underwent regular COVID- 19 testing in line with government guidance. This ensured anyone who had contracted COVID- 19 could be identified in a timely way.
- Information and guidance on COVID- 19 restrictions and infection control measures in place was available and visible for staff, people and visitors. Visitors were required to complete a questionnaire, have their temperature taken and wear Personal Protective Equipment (PPE) before entering the service, following the provider's infection prevention and control procedures.
- The registered manager had a clear communication programme in place for people, staff and relatives to keep them updated with issues related to COVID- 19.
- People admitted to the service were supported in line with government guidance on managing new admissions during the COVID- 19 pandemic.
- Staff received training about good practice for infection prevention and control. This included up to date training on infection control and how to safely put on and remove PPE. This was followed up with regular observation of practice.
- The service had sufficient stocks of PPE and were supported by the provider to maintain these stocks. This included masks, gloves, aprons and visors. There were also sufficient stocks of hand sanitiser and cleaning materials.
- Housekeeping staff maintained enhanced cleaning schedules and the environment was kept clean and hygienic.
- People were supported to keep in touch with their relatives and friends through telephone calls and video calls. A specially adapted room had been used to allow socially distanced face to face visits with relatives. This enable people to receive their visitors in a comfortable and safe way during the winter months.
- Since the outbreak the provider had maintained a no visiting policy with an exception for people who were nearing the end of their life. These visits were carefully managed with adherence to infection prevention and control guidance, including the use of PPE. The provider kept their visiting policy under review to ensure they supported people to keep 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

Roxholm Hall Care Centre

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 coronavirus, 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 14 December 2020 and was announced.

Is the service safe?

Our findings

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.