

Care UK Community Partnerships Ltd

The Potteries

Inspection report

187 York Road
Broadstone
Dorset
BH18 8ES

Tel: 03333210929

Date of inspection visit:
04 February 2022

Date of publication:
28 February 2022

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	-------------------------

Summary of findings

Overall summary

The Potteries is a residential care home providing nursing and personal care to older people, some of whom live with a dementia. Accommodation is provided over three floors and is registered to accommodate up to 80 people. At the time of our inspection there were 57 people living at The Potteries.

We found the following examples of good practice.

People were cared for by staff who had been trained in infection, prevention and control, (IPC), safe practices. Two members of staff held the role of IPC champions. They told us this included carrying out spot checks on staff IPC competencies, attending a monthly organisation wide IPC meeting where they could share issues and ideas and completing IPC audits.

People and staff had taken part in the vaccination programme and were taking tests in line with government guidance. Where people had been assessed as not having the capacity to make the decision, with involvement of families and health professionals, decisions had been made in their best interest in line with the principles of the mental capacity act.

Arrangements for visiting the service were being followed in line with government guidelines. This included professionals evidencing their vaccination status and all visitors having a negative LFT on the day of their visit.

Most people had a family or friend designated as an essential care giver. This person was included in weekly home testing and able to visit, even at times when restrictions were placed on visiting due to an outbreak in the home. Risk assessments were in place for visitors and risks ranged from high to low. As an example, a visitor who had not been vaccinated was rated a higher risk, and mitigation included visiting restricted to the persons room.

At the time of our inspection the home was in outbreak and following the local health team and public health guidance on restricted visiting arrangements. Visitors who were not essential care givers, were able to visit in an adapted room fitted with an intercom system that had separate external access and a screen separating the person from their visitor. One person told us, "We've got used to it now but not quite the same as properly seeing them". Protocols were being followed for people making visits outside of the home. This included a risk assessment and testing. An example had been a person attending a family event and to mitigate risk all the family were vaccinated and took a lateral flow test on the day of the celebration.

Staff had access to personal protective equipment, such as gloves and masks, and we observed them using it correctly. The environment was clean and in good repair. One person told us, "They do a great job its always lovely and clean." The communal areas were spacious enabling people to comfortably socially distance. People had their own rooms with en-suite facilities. The layout of the building enabled each floor of the home to be isolated, if necessary, with separate access arrangements.

The registered manager understood staff may need additional support with their well being and initiatives included the clinical lead holding a monthly well-being group and offering one to one support if requested. A well being board displayed signposting to external support agencies, healthy eating tips and exercise classes. A 'leave it at the door' board was in place for staff to write positive or negative comments about their shift rather than take them home.

The organisation had a COVID-19 team that was able to immediately respond to government changes and kept policy up to date and staff informed of any impact of changes. Managers were supported with a weekly meeting. An audit system was in place that was effective at ensuring policy and procedures were being met.

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

The Potteries

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. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 4 February 2022 and was unannounced.

Is the service safe?

Our findings

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

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.