

Care South

St. Ives Country House Care

Inspection report

Horton Road
Ashley Heath
Ringwood
Hampshire
BH24 2EE

Tel: 01425481220

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03 February 2022

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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

St Ives Country House Care is a purpose-built property in Ashley Heath. It is registered to provide care and support for up to 60 older people some whom were living with dementia. The home is split over two floors which are accessible by stairs or a lift. There were 40 people living at the home at the time of inspection.

We found the following examples of good practice.

People told us they happy and felt safe living at St Ives Country House Care. The registered manager, deputy manager and all the staff at the home had worked hard to keep them safe. Robust policies and procedures together with regular audits and checks meant that the home worked in line with good practice and government guidance.

There were safe practices in place for welcoming visitors to the home. These included rapid COVID-19 testing, temperature checks, personal protective equipment (PPE) and hand hygiene. Vaccination status was checked for all visiting professionals. Records of mandatory staff vaccinations were maintained. Staff testing for COVID-19 was at the frequency in line with government guidance. All necessary consent was in place which included capacity assessments where appropriate.

Supplies of PPE were in good supply, stock checks maintained, and we observed staff wearing this correctly. Staff had training in infection prevention and control and were shown how to put on and take off PPE correctly. The home was a good standard of cleanliness, paying attention to high use touch points such as door handles and handrails. Emergency contingency plans in place meant that the home could work safely during an outbreak by supporting people to maintain distance where possible. Each person's bedroom was well equipped and had an en-suite shower room in order to make periods of isolation easier.

People were supported to maintain vital contact with their loved ones during the COVID-19 pandemic. As restrictions changed the home adapted its policies and practice and this was communicated to people and those important to them verbally and by telephone or email. Risk assessments were completed for all aspects of care and support including additional risks related to COVID-19. These included having visitors or going out of the home.

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

St. Ives Country House Care

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 3 February 2022 and was announced.

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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.