

Stow Healthcare Group Limited

Stowlangtoft Hall Nursing Home

Inspection report

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15 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

Stowlangtoft Hall is a residential care home with nursing that provides accommodation and personal care for up to 44 older people, some of whom are living with dementia. There were 30 people living in the service when we inspected on 15 February 2022

We found the following examples of good practice.

Since the COVID-19 pandemic commenced, housekeeping hours had been increased in the home to ensure a continuous schedule of cleaning high touch surfaces, such as light switches, grab rails and door handles was in place. This meant the care home was clean and hygienic.

The management team which included the deputy manager and head of housekeeping were knowledgeable about their roles and responsibilities relating to infection control. There were systems in place which supported good infection control procedures. Staff received up to date infection prevention and control and COVID-19 training to equip them with the skills needed.

Robust and effective measures were in place to prevent and minimise the risk of catching or spreading COVID-19. The management team and staff wore personal protective equipment (PPE) to help reduce the risk of infection.

Staff and people using the service received regular COVID-19 testing in line with current Government guidance.

People were supported to have visitors in line with Government guidance. The role of an essential care giver was supported and welcomed to ensure people's wellbeing was promoted.

The provider had taken a proactive approach to supporting staff with their well-being and had implemented several initiatives to aid staff retention, which had been successful.

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

Stowlangtoft Hall 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. 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 15 February 2022 and was unannounced. We gave the service 24 hours' notice of the inspection.

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.

The registered manager and staff team understood the importance to people maintaining contact with their family and friends. Visits were facilitated to the care home in accordance with the current guidance.

Visiting in care homes

- We observed the provider was facilitating visits to the service in line with current guidance.
- The registered manager and staff had promoted the role of an Essential Care Giver [ECG] and several people who lived at the home had a nominated ECG in place. Government guidance states that every person living in a care home should be supported to have an identified ECG (in addition to their named visitors) who may visit their family member to offer companionship or help with care needs. ECG's should be able to visit inside the care home even during periods of COVID-19 outbreak affecting the care home.

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.