

Ramsay Health Care UK Operations Limited

Jacobs Neurological Centre

Inspection report

High Wych Road
High Wych
Sawbridgeworth
Hertfordshire
CM21 0HH

Tel: 01279600201
Website: www.ramsayhealth.co.uk

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12 March 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

Jacobs Neurological Centre is a care home with nursing that provides accommodation and treatment for up to 60 people with complex long term neurological conditions, brain or spinal injuries. There were 48 people living at the service at the time of this inspection.

We found the following examples of good practice.

Staff made sure that people were protected against the transmission of infection from visitors by scheduling visits, limiting areas that visitors could access and being available to escort visitors. Staff put appropriate actions into place to make sure people would be admitted safely into the service.

The provider had put measures in place to ensure there were clear prompts so that staff were able to socially distance and rooms did not become too crowded. The home was clean and staff had increased cleaning of frequently touched surfaces to reduce the risk of transmission of infection. They had thought of new ways to make sure staff were only able to access the areas they worked in and the people and other staff they worked with.

Staff had enough personal protective equipment, such as masks, gloves and aprons, and had supported people so that they also understood the need for this. Regular COVID-19 testing was carried out to make sure staff could take the correct action to protect people.

The provider made sure staff and the manager received enough support during the pandemic and when additional staff were needed.

Additional risk assessments were completed for staff at increased risk of catching COVID-19 and actions put into place to reduce risks to them.

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

Jacobs Neurological 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 the COVID-19 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 12 March 2021 and was announced.

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 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 somewhat assured that the provider's infection prevention and control policy was up to date. None of the policies and procedures we received had been updated since April 2020. Although there was reference that staff must follow government guidance and most of the policies contained appropriate guidance there was some conflicting and out of date information.