

St Catherine Care Home Ltd

# St Catherine Rest Home

## Inspection report

15-17 Cann Hall Road  
London  
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29 January 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

St Catherine Rest Home is a care home that provides residential care for older people and people living with dementia. It is registered for 19 people.

We found the following examples of good practice.

The provider had a process in place to ensure people could visit the service in a safe way to help prevent the spread of infection. This process included creating a scheduling system, taking visitors' temperature and supporting them to wear appropriate personal protective equipment. The visitation space did not have a window for ventilation but staff would support people and relatives to be socially distanced from each other.

The provider encouraged people to maintain a social distance from each other where possible. A person who had tested positive for coronavirus was isolated in line with national guidelines to minimise the risk of transmission of the virus to others.

The provider had followed national guidance when admitting a person from a designated setting. Further, they had put in additional measures when the person started living at the service to ensure others living there were kept safe. The provider told us staff were aware of how to monitor people for signs of illness.

Whole home testing was being carried out in line with government guidance. The provider knew how to use the care home portal to order enough tests.

The registered manager told us they do not use agency staff and they have enough staff to care for people safely. Staff wellbeing was considered during conversations with the registered manager. The registered manager agreed that refresher training regarding IPC and PPE would be delivered where staff were not always following national guidelines and would increase monitoring to ensure best practice would be followed.

## 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 Catherine Rest 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 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 29 January 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 admitting people safely to the service.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.

We were somewhat assured that the provider was using PPE effectively and safely. Staff wore appropriate PPE while delivering personal care, however, not all staff wore face coverings appropriately while in communal spaces at the service which was not in line with national guidance. There was a designated stations for staff to don and doff PPE. However, on one occasion a member of staff put a soft drink can they had been drinking from on the trolley which is not in line with good practice. A staff member did not wear a face covering safely while at the service in line with national guidelines. PPE was not being disposed of in colour coded waste bags in line with national guidance.

We were somewhat assured that the provider's infection prevention and control policy was up to date. The IPC policy had been updated following the outbreak of the pandemic but did not include all national guidelines, such as the requirement for staff to wear face coverings while at the service. The provider told us they had assessed the infection risks to staff. The IPC audits provided did not demonstrate that PPE use and COVID-19 IPC measures were routinely monitored. The provider told us they had stopped formal spot checks and rather made observations of staff and the service daily.

We have also signposted the provider to resources to develop their approach.