

Interhaze Limited

Wheatsheaf Court Care Home

Inspection report

44 Sheaf Street
Daventry
Northamptonshire
NN11 4AB

Tel: 01327705611
Website: www.interhaze.co.uk

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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

Wheatsheaf Court Care Home is a residential care home providing personal care for up to 55 older people. The accommodation is set over two floors. There were 31 people living at the service at the time of the inspection.

We found the following examples of good practice.

A robust system and process was in place for screening and testing visitors on arrival to prevent the spread of infection. This included, temperature checks, declaration forms and a designated room for handwashing.

The service had Personal Protective Equipment (PPE) stock, and staff confirmed the provider ensured they had an adequate supply. Staff were observed to be using PPE correctly throughout the inspection

Regular cleaning took place throughout the home including high touch areas such as handrails and door handles. There was a system in place to ensure visiting rooms were cleaned between visits to prevent cross contamination.

People were regularly monitored for early detection of the symptoms of COVID-19 by trained staff.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

Wheatsheaf Court Care 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 20 January 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?

- The provider had not ensured that people admitted to the service from hospital had isolated for the full recommended isolation period in line with government guidance. A risk assessment was not in place to mitigate risk to people for the shortened isolation period.
- Staff and people were part of a COVID-19 testing programme. However, testing of staff and people had not been fully completed in line with government guidance. For example, outbreak testing guidance had not been followed.
- The provider had not ensured that the COVID-19 policies and procedures were either in place or provided staff with clear guidance specific to the home.

This was a breach of regulation 12 safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.

Visiting in care homes

- The provider had not always ensured people were supported with visiting in line with government guidance. Essential care giver roles had not been considered and implemented until three weeks after a COVID-19 outbreak had occurred. The manager had placed unnecessary restrictions on these permitted visits without assessing the impact on people and planning their care accordingly with family involvement. An essential care giver is someone who can provide additional care and support to the person in the care home including visiting during an outbreak of COVID-19.

This was a breach of regulation 9 Person-centred care of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- There was evidence that window visits, video calls and telephone calls had been supported during the outbreak.

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.

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

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 9 HSCA RA Regulations 2014 Person-centred care</p> <p>The provider had not ensured service users or relevant people involved in their care had the information they would reasonably need for the purposes of carrying out, collaboratively with the relevant person, an assessment of the needs and preferences for care and treatment of the service user in relation to visiting during and outbreak of COVID-19.</p>
Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 12 HSCA RA Regulations 2014 Safe care and treatment</p> <p>Care and treatment was not consistently provided in a safe way for service users by assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated.</p>