

Shaw Healthcare (Nailsea) Limited

Sycamore Lodge

Inspection report

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09 December 2020

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11 January 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Sycamore Lodge provides personal and nursing care to up to 78 people, including people living with dementia. The home has three floors, the ground floor has offices and a separate unit. Then there are two floors both having 30 beds each. At the time of the inspection there were 63 people living at the service.

People's experience of using this service and what we found

We inspected the service and were not assured the service was managing infection control procedures relating to the risks of coronavirus and other infection outbreaks effectively. For example, we found personal protective equipment (PPE) was not always being worn as required, PPE was being stored in some sluice rooms and staff and visitors had limited access to hand hygiene such as hand sanitiser.

We found the following examples of good practice.

- People had been supported to keep in touch with families. This had included outside visits and inside visits for those who were receiving end of life care. Risk assessments were completed, and there was signage and guidance for visitors to follow.
- There was a system in place to take people's temperature on arrival and record contact details for test and tracing purposes.
- Additional cleaning regimes were in place to ensure a high standard of cleanliness, paying particular attention to high touch areas such as door handles. The service was clean and odour free.
- There was a designated area where people who tested negative for coronavirus were supported to isolate within. There were donning and doffing stations located outside people's rooms so PPE could be disposed of safely.
- The movement of staff between different areas of the home was minimised. The provider was testing staff every week. This included testing agency staff.

Why we inspected

We received information raising concerns with us about the infection control procedures within the service. We announced our inspection and requested information relating to infection prevention control within the service. This included, policies relating to infection control procedures, the service contingency plans, staff training in infection control procedures and how the service was supporting visits safely. A decision was made for us to inspect and examine those risks.

We looked at infection prevention and control measures under the Safe key question.

We were mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection.

We have identified a breach in relation to infection control procedures at this inspection.

You can see what action we have asked the provider to take at the end of this full report.

Follow up

Following the inspection, we asked for an urgent action plan from the provider to understand what actions they were taking to improve the standards of quality and safety. We received a report from the provider that provided assurances in how they were going to address the shortfalls found during the inspection. We will continue to work alongside the provider and local authority to monitor progress.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Sycamore Lodge on our website at www.cqc.org.uk.

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 not rated.

Sycamore Lodge

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 9 December 2020 and was announced. Two inspectors undertook this inspection.

Is the service safe?

Our findings

We only looked at infection control procedures as part of this inspection. We have therefore not been able to rate this service.

Preventing and controlling infection

- The provider was not ensuring staff used personal protective equipment safely. During the inspection we observed staff using the same surgical masks following a break. Staff we spoke with confirmed this practice. This was not in line with government guidelines that state, 'You need a new mask after you have finished eating/drinking or if you are entering the care home after a break'. This was also not in line with the provider's policy. This shortfall had failed to be identified through observations and the provider's infection control audits.
- We observed some staff twist the loops of their mask around their ears. Masks must be well fitted and flat against the cheeks. By twisting the loops could cause the mask to be ill fitted.
- The storage of clean personal protective equipment was being stored within the sluice room where soiled and contaminated laundry was held. Staff also took off their PPE within this room. This could pose a risk of clean PPE becoming contaminated prior to its use.
 - One member of staff confirmed they removed all their PPE outside of people's rooms, this included their surgical mask. This was not in line with government guidance.
- The designated visitors bathroom had no clinical waste bin for visitors to dispose of their PPE. PPE that could be contaminated needs to be handled in line with infection waste. This area had no pedal bin for visitors to dispose of used hand towels following washing their hands. We fed this back following the inspection so action could be taken.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. For example, the environment was clean and clutter free. However, some staff and visitors had limited access to alcohol handrub. This meant there was an increased risk of cross contamination due to hand rub not being available at regular points throughout the service so hands could be regularly decontaminated in line with guidance. We highlighted this to the management of the service during the inspection.
- Following the inspection we received information confirming one incident where the person had been moved from their bedroom to another area of the service. We were informed no advice had been sought from Public Health England which could mean the person and others were put at risk as people should be barrier nursed when having symptoms or testing positive for Coronavirus. We shared this information with the local authority safeguarding team.

This is a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- 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 accessing testing for people using the service and staff.
- We were assured that the provider's infection prevention and control policy was up to date, although the service was no longer washing staff's uniform. This part of the policy needed updating.

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	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment
Treatment of disease, disorder or injury	Regulation 12 of the Health and Social Care Act 2018. The provider was not ensuring personal protective equipment (PPE) was being used in line with government recommendations or within the providers policy. PPE was being stored in areas that posed a risk of contamination.