

Signature Senior Lifestyle Operations Ltd

Signature at Weybridge

Inspection report

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18 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

About the service

Signature at Weybridge is a residential care home providing personal care to up to 110 people. At the time of our inspection there were 67 people using the service. The home is a purpose built building spread over three floors with communal areas on each floor. One of the floors specialises in providing care to people living with dementia.

We found the following examples of good practice

There were enough staff to meet people's needs. There was a contingency plan in place to ensure cover of any staff shortages due to following isolation guidance or testing positive for COVID-19. Any agency staff that were used followed all policies and procedures in relation to testing and had full profiles for the registered manager to understand all vaccine statuses.

Staff completed daily lateral flow tests (LFT) which meant that any positive cases would be identified quickly and action could be taken to prevent infection spreading. People who lived at the home were also supported to access testing for COVID-19 and to have their COVID-19 vaccinations. If people contracted COVID-19, they were supported to self-isolate in their bedrooms. All completed tests were registered and monitored by the receptionist and management.

The provider had introduced measures to ensure visits were conducted in a safe way and in line with government guidance. Visitors were required to provide evidence of a negative lateral flow test and to complete a list of COVID-19 screening questions. Professionals visiting the home also had to demonstrate their COVID-19 vaccination status. Measures had been put in place to ensure people could have as much contact with their relatives as possible. A room had been created on the ground floor with patio access. This room had a glass wall dividing the room where people could speak to their relatives through a microphone, and the relatives could safely enter and exit through an external door. This also allowed people to see young relatives such as grandchildren.

People were protected from the spread of infection by enhanced cleaning that had been introduced at the location. This included regularly touched areas being cleaned and new cleaning rotas being introduced.

The premises were clean and hygienic. Since the beginning of the pandemic in addition to the cleaning standards of infection prevention and control (IPC) were audited more regularly. Staff had access to all the personal protective equipment (PPE) they needed and had attended training in both PPE use and IPC measures to be followed.

The management team had introduced a weekly communications bulletin to be sent to all relatives. They had identified relatives were concerned with the reduced contact with people. This bulletin contained updates for relatives of what was happening in the home and updates in changes to guidance and how the home were responding.

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

Signature at Weybridge

Detailed findings

Background to this inspection

The 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 18 February 2022 and was announced. We gave the service a short notice period of the inspection.

Is the service safe?

Our findings

Staffing

- The provider 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 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 provider was facilitating visits for people living in the home in accordance with the current guidance.
- 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.