

Gateshead Council

# Southernwood Promoting Independence Centre

## Inspection report

Trafford, Allerdene Estate  
Low Fell  
Gateshead  
Tyne and Wear  
NE9 6LH

Tel: 01914336467

Website: [www.gateshead.gov.uk](http://www.gateshead.gov.uk)

Date of inspection visit:  
18 January 2022

Date of publication:  
23 February 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Southernwood Promoting Independence Centre provides respite and short-term residential care for up to 24 people. At the time of our inspection there were 14 people using the service.

On the day of our inspection we found not all staff were wearing Personal Protective Equipment (PPE) in line with national guidance. Guidance for keeping people safe in care homes stipulated that all staff working in care homes were required, as a minimum, to wear suitable face masks. We observed a staff member in an ancillary role who did not have direct contact with residents was not wearing or expected to wear a facemask. We spoke with the registered manager during the inspection and followed up with them and a representative of the provider following the inspection. We signposted them to the national guidance and they told us they were exploring how best to implement the guidance in a safe way.

We also found the home had mostly supported people using the service to maintain contact with their family and friends. However, the provider was not promoting and supporting people to have an essential carer giver in line with government guidance. We have signposted the provider to resources to develop their approach.

We found the following examples of good practice.

There were arrangements in place to prevent the risks for all types of visitors catching and spreading infection.

People living in the home and their relatives were mostly supported to maintain contact. When visitors were unable to access the home, for example, if they tested positive for COVID-19, garden and window visits were supported, as well as the use of technology such as video calling.

A programme of regular COVID-19 testing for people in the home, staff and visitors to the home was implemented.

All visitors, including professionals were subject to a range of screening procedures, including showing evidence of vaccination and a negative lateral flow test before entry into the home was allowed.

There was an ample supply of PPE for staff and any visitors to use. Hand sanitiser was readily available throughout the service. Staff had received updated training on the use of PPE and we mostly observed staff wearing it correctly during our inspection. Clear signage and information were in place throughout the home to remind staff of their responsibilities.

## 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**

# Southernwood Promoting Independence 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 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 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# 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?

- 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 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.
- We were somewhat assured that the provider was using PPE effectively and safely. An ancillary staff member was not wearing a mask as stipulated in national guidance. We signposted the provider to resources to develop their approach and following the inspection they told us of the actions they had taken to address this.

The provider was mostly facilitating friends and family visits for people living in the home in accordance with the current guidance. Residents could nominate up to three visitors to support them to keep contact with family and friends. Visits were pre-booked to allow the home to manage visiting safely and visits for people who were at the end of their life were supported irrespective of outbreaks of COVID-19 within the home. When visitors were unable to access the home, for example, if they tested positive for COVID-19, technology such as on-line visiting was utilised. Garden and window visits were also supported. However, the provider was not promoting and supporting people to have an essential carer given in line with government guidance. We have signposted the provider to resources to develop their approach.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.