

Care UK Community Partnerships Ltd

Skylark House

Inspection report

St Marks Lane
Horsham
West Sussex
RH12 5PU

Tel: 01403247010

Date of inspection visit:
06 January 2022

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27 January 2022

Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
|---------------------------------|-------------------------|

| | |
|----------------------|--------------------------------|
| Is the service safe? | Inspected but not rated |
|----------------------|--------------------------------|

Summary of findings

Overall summary

Skylark House is a purpose-built care home which provides accommodation over three floors for up to 82 older people with nursing and dementia care needs. There were 72 people living in the service at the time of the inspection.

We found the following examples of good practice.

The registered manager had followed current guidance in relation to infection prevention and control (IPC). The service had an IPC champion who ensured staff maintained effective IPC measures and accessed current guidance.

The provider had implemented COVID-19 policies and procedures. Staff had been kept updated by regular alerts through a messaging service and daily meetings, this ensured staff were aware of any changes to guidance or peoples' needs.

The home had been impacted by an outbreak of COVID 19. Staff monitored people's physical health twice a day, this included their temperatures and oxygen readings. At the time of the inspection some people were still isolating in their rooms due to testing positive for COVID-19. People who had completed their period of isolation were able to access communal areas if they wished.

The registered manager and staff had shown resilience and had managed the impact of COVID-19 well throughout the outbreak, staff covered shortfalls in the rota to ensure people received continuity of care.

The registered manager ensured people received support to maintain contact with loved ones during the outbreak and ensured any essential visits to the home were managed safely.

All staff had received the COVID-19 vaccination. The service had a system to record all staff and visiting professionals' COVID-19 vaccination status in line with guidance.

The registered manager had implemented enhanced cleaning schedules to incorporate regular cleaning of high touch areas and additional deep cleaning.

The registered manager and IPC lead attended meetings within the organisation where learning was shared and applied within the service.

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

Skylark House

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 6 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?

- 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 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.
- We were assured 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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.
- We were somewhat assured that the provider was meeting shielding and social distancing rules. People who tested positive for COVID-19 were supported to isolate in their bedrooms. Not all people were isolating with their bedroom doors closed and were seen to not socially distance themselves from others. We told the registered manager who took immediate action to address these concerns.

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