

Normanshire Care Services Ltd

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Inspection report

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04 February 2022

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22 February 2022

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

We found the following examples of good practice.

Normanshire Care Services Ltd had taken step to ensure visitors were safely facilitated within the service. They had made creative use of space to ensure that people could continue to receive visitors without causing disruption to other people living in the home.

People had been supported to continue to engage with activities of their choosing in a safe way even when national restrictions made this more challenging.

We saw that staff did not always adhere to guidance about wearing PPE when social distancing cannot be maintained. The management team were aware of this and were committed to addressing it.

There was a plan in place to address maintenance issues within the home.

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

Normanshire Care Services Ltd

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 4 February 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 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 not always assured that the provider was using PPE effectively and safely. We saw staff did not always wear face coverings over their noses and mouths. The provider told us they would address this with the staff concerned.
- We were not always assured that the provider was promoting safety through the layout and hygiene practices of the premises. The provider needed to take action to ensure all areas of the home could be cleaned hygienically.
- People were supported to receive visits from their family members. The provider made use of an outbuilding to minimise disruption to other people living in the home and facilitate safe visiting.

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

