

Rapport Housing and Care Connors House

Inspection report

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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

Connors House is a residential care home providing accommodation and personal care for up to 47 people. The service was purpose built and accommodation was provided across one level. At the time of this inspection, 41 people with varying needs were living at Connors House.

We found the following examples of good practice.

The provider was supporting safe visiting following current guidance. Checks were made to make sure visitors had carried out a test for COVID-19 before entering the service and a full supply of PPE was available to use. People could see their loved ones inside the service, supported by staff to maintain safety.

The service was clean. Domestic staff were employed who kept up to date cleaning schedules. This included regular cleaning, day and night, of high touch areas, such as door handles and light switches.

Staff were using PPE in accordance with current guidance. The provider had kept plenty PPE in stock. Staff had training in infection control. Audits and spot checks were undertaken regularly to make sure staff were compliant with infection control procedures.

Testing for COVID-19 was being carried out for people and staff following the current government guidance. People were admitted safely into 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

Connors 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 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 16 February 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 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 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.

Visiting in care homes

- The provider was supporting visiting in accordance with current guidance. Visitors had access to personal protective equipment (PPE) for use during their visit and arrangements were made to make sure they were tested for COVID-19 before entering the service. Visitors were able to visit their loved one inside the service, in their room, or the communal lounge if safe distancing was possible. Visits were booked to make sure the service could maintain safe visiting. The provider had a visitor pod with full screens to support safer visiting if people wished to continue to use this.

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.

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