

Hereward Care Services Ltd

St Margaret's House

Inspection report

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25 March 2021

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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

St Margaret's House is registered to provide accommodation for up to 11 people who require personal care. The service provides a service for people who have a learning disability. At the time of the inspection there were 10 people living in the service.

We found the following examples of good practice.

The home had a designated area for safe visiting to take place. People were asked to name one person for indoor visiting. Visitors pre-booked appointments by telephone and on arrival to the home had a series of checks completed which included: a health declaration, temperature check and a rapid COVID-19 test.

Personal Protective Equipment (PPE) was available in good supply at the home for the staff and visitors. Staff demonstrated their awareness for appropriate PPE usage and there was a separate area for staff to put on their PPE prior to starting their work.

Visitors, such as Health and Social Care Professionals, were also asked to undertake a series of checks in line with COVID-19 current guidance.

In line with guidelines, people using the service and the staff were part of a regular COVID-19 testing regime. The Registered Manager told us that in response to COVID-19 staff were encouraged to take additional breaks where needed.

The Registered Manager told us that there was an increased cleaning regime in response to COVID-19 which staff and people followed. Windows were opened to promote good ventilation.

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

St Margaret's 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 the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 25 March 2021 and was announced. The inspection was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks.

Is the service safe?

Our findings

S5□ 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.