

Wyggeston's Hospital

Agnes House

Inspection report

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Date of inspection visit:
11 August 2020

Date of publication:
08 January 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Agnes House is a care home that provides personal care for up to 26 older people, some of whom were living with dementia. The accommodation offered communal spaces and personalised bedrooms.

We found the following examples of good practice.

- The provider ensured guidance was provided through a detailed infection, prevention and protection plan.
- Additional time had been allocated to ensure the home was cleaned on a rotational basis to minimise the risk of infection.
- Staff had received training in the appropriate use of personal protective equipment (PPE), and the provider had ensured they had enough supplies.
- Risk assessments had been completed for the staff on site or returning after shielding or a period of isolation. These ensured measures were taken to minimise the risks, this included any additional risk for people in the BAME or other high-risk groups.
- Any visitors had been risk assessed and arrangements were in place to support rotational visits. All visitors were aware of the Agnes House visiting procedures before visiting the home.
- The service actively engaged with a programme of regular testing as soon as it was available. Additionally, any new staff and any staff returning after an absence were required to take a Covid test. No-one was admitted to the service from hospital until their test result was confirmed.
- The provider was supportive and had developed a programme to focus on people's skills and how to support them with any areas of stress or pressures. Extra staff had been employed to support the home during the pandemic.
- The registered manager was passionate about the home and championed how the staff team had pulled together to ensure all measures were in place and continuously followed.
- Measures were in place should anyone have a Covid positive outcome, to ensure appropriate guidance was followed to reduce the risk of transmission.
- The registered manager sent a survey to people, relatives and staff in anticipation of a second outbreak to gain feedback on anything they could do differently.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Agnes 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 11 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.