

Selwyn Care Limited

Matson House

Inspection report

Matson Lane
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Date of inspection visit:
29 January 2021

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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

Matson House is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Matson House is registered to provide accommodation and personal care to up to 13 adults living with a learning disability or autistic spectrum disorder. At the time of our inspection 12 people were living at the service.

We found the following examples of good practice.

- The provider's policy for managing COVID-19 and related infection prevention and control procedures had been reviewed and kept up to date. COVID-19 guidance was kept up to date for staff reference. Staff understood how to reduce risks of an outbreak in the service.
- The provider had adapted visiting arrangements in accordance with recognised safe visiting guidance. This included individual risk assessments for people wishing to visit their relatives. People were also supported to be in contact with their relatives through telephone and video calls.
- People were engaged with activities which met their wellbeing needs, whilst promoting social distancing. The staff team were committed to maintaining people's wellbeing during the pandemic.
- Action had been taken to reduce the risk of an outbreak which included correct use of personal protective equipment (PPE). Staff had received training and support in relation to infection control and COVID-19. Managers ensured staff were following national PPE guidance.
- There had been no new admissions to the service during the COVID-19 pandemic. In line with national guidance, people returning from hospital were only admitted to Matson House following a negative COVID-19 test. They were then supported to self-isolate for 14 days, to reduce the risk of introducing infection to the service.
- People were not always able to understand social distancing or self-isolation requirements due to their learning disability. Staff wore additional PPE when this was predictable and worked creatively to meet people's needs. This included use of individual lounges to help people maintain physical distancing and prompt cleaning of communal areas after use.
- People and staff were tested for coronavirus in line with national guidance for care homes. When positive cases were detected, the provider introduced zoning and staff were cohorted to reduce the spread of

infection.

- During the outbreak, one person continued to receive end of life care with virtual support from specialist health care professionals. Staff were complemented by professionals on the quality of care they provided.
- People's health and wellbeing was monitored. People were checked for symptoms of COVID-19 and other potential infections. Monitoring results were shared with health professionals as needed, which allowed prompt clinical support to be provided to people. People and staff were being supported to receive COVID-19 vaccinations.

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 was following safe and correct infection prevention and control procedures.

Further information is in the detailed findings below.

Inspected but not rated

Matson 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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 29 January 2021 and was announced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- 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 regular 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. The provider had completed an infection control and prevention (ICP) audit following the COVID-19 outbreak. Areas for improvement in cleaning and maintenance had been identified and rectified.
- We were somewhat assured that the provider had taken steps to develop additional staffing contingencies and was reviewing pay arrangements for staff self-isolating. At the height of the outbreak, the provider had involved external agencies to agree a temporary staffing strategy, outside of national guidance. The provider understood this strategy could not be re-employed and had established links with local staffing agencies. The provider's IPC audit indicated staffing capacity to carry out additional cleaning needed during an outbreak should also be reviewed. We have signposted the provider to resources to develop their approach.