

Little Sisters of the Poor

# Little Sisters of the Poor - St Peters Residence

## 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

Little Sisters of the Poor - St Peter's Residence is a 'care home' with nursing, registered to accommodate up to 56 people. There were 46 people living there when we inspected, many of whom were living with dementia. We found the following examples of good practice:

The provider had appropriate arrangements in place to reduce the risk of infection. Visitors to the home were required to wear appropriate personal protective equipment (PPE) to keep people safe, and this was made freely available throughout the home. Signs were placed around the home to remind people, staff and visitors of the PPE required. The home was spotlessly clean when we inspected. The cleaning schedule had been adapted throughout the pandemic to reflect current guidance and changes to visitors being allowed into the home.

The provider ensured that all staff received appropriate training to manage coronavirus. Staff received training in infection prevention and control and the use of PPE. We observed that staff followed appropriate guidance when using PPE. Staff and the management team had worked hard to assist people with dementia to understand the virus and how to keep themselves safe.

When necessary to reduce the risk of cross-contamination, people were supported within an isolated unit with their own staff team. Staff supported people to quarantine and provided physical and emotional support to assist them to understand the requirements. People were not admitted to the home during the height of the pandemic, to reduce risks.

The home's large gardens and abundant space meant that furniture and equipment were easily rearranged to facilitate social distancing. Communal areas such as the chapel, dining room and activities rooms had signs indicating their reduced capacity, and changes had been made to the way these rooms were used. For several weeks during the height of the pandemic, these rooms were closed and religious services were streamed to people's bedrooms so they could still participate in aspects of religious life that were important to them. Staff supported people on a one-to-one basis with activities in their rooms during this period.

The provider ensured that people were able to keep in touch with their loved ones, and were able to be seen by relevant health professionals, through the use of video calling when visiting was restricted.

The management team ensured staff wellbeing was considered, and managed the staffing rota to maintain consistency for people using the service. Two volunteers lived at the home during the lockdown period to provide additional support to people who needed it.

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 that the provider managed infection prevention and control through the coronavirus pandemic.

**Inspected but not rated**

# Little Sisters of the Poor - St Peters Residence

## **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 3 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

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.