

Healthmade Limited

Royal Court Care Home

Inspection report

22 Royal Court
Hoyland
Barnsley
South Yorkshire
S74 9RP

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Date of inspection visit:
12 January 2022

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20 January 2022

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Royal Court is a care home providing accommodation and personal care to older people, some of whom are living with dementia. The service can support up to 40 people in one building. At the time of this inspection there were 27 people living at Royal Court.

We found the following examples of good practice.

Clear and easily understandable signs were positioned at the main entrance and on internal entrance doors. These provided a step-by-step process for visiting requirements. There was a well-stocked PPE station, with guidance for putting on and taking off PPE, a thermometer and temperature check sheet, lateral flow tests, and a vaccination check for visiting professionals. Family members were advised they would be unable to have physical contact with people unless full PPE was worn. People were supported, if required, to have alternative visiting arrangements, for example, telephone and face-time video calls and window visits. The registered manager regularly contacted families to explain any changes to government guidance.

The home is spacious and purpose-built with three lounges and easily identifiable 'zones' to support social distancing and self-isolation, when required. Good procedures were in place and staff were aware of these about how to support someone who was self-isolating.

Admissions and re-admissions to the home were well-managed.

Staff were following appropriate donning and doffing procedures and correctly disposing of PPE.

Regular testing takes place as specified in current guidance.

The home looked clean and hygienic and was odour-free. Detailed cleaning schedules were in place. These were regularly checked. Appropriate cleaning products were in use. Additional touch surface cleaning took place. The home was kept well-ventilated.

The registered manager was well-supported by the provider who undertook frequent visits. The home has not experienced any staffing issues. Recruitment procedures had been updated to include mandatory checking of vaccination status. The registered manager has sought guidance and assurance from IPC professionals. Regular audits around IPC practices were undertaken.

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

Royal Court Care Home

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.

We received information of concern about infection prevention and control measures at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 12 January 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 somewhat assured that the provider was using PPE effectively and safely. We witnessed two staff who, for a short period of time, were not wearing their mask appropriately. We discussed this with the Registered Manager who had planned to undertake a staff meeting and group supervision the following day. We were assured these inconsistencies would be addressed.
- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.