

GCH (Midlands) Ltd

St Stephen's Care Home

Inspection report

St Stephens Terrace
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Worcester
Worcestershire
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Date of inspection visit:
19 November 2020

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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 Stephen's Care Home provides personal care and accommodation to older people, some who may be living with dementia or mental health needs. The service can support up to 51 people. At the time of the inspection 32 people were living at the home.

We found the following examples of good practice.

- Senior managers were working in the home alongside the regular staff to support them through the outbreak at a time of anxiety.
- Prior to the outbreak people had been able to see visitors either using garden visits or making use of the adjoining day centre. Appointments had to be made and limited to certain members within a household.
- At the time of the inspection visitors were not permitted due to the COVID-19 outbreak.
- On arrival at the home visitors such as healthcare professionals had their temperature taken and were asked to supply information. This included contact visitors may have had with people who had COVID-19. Hand gel was made available.
- The environment was well maintained and clean. Additional cleaning had been put into place to lower the risk of cross infection. One member of staff was seen cleaning a light switch. Doors handles were seen to be cleaned once anyone left the building.
- People were isolating within their own bedrooms. Signage was in place regarding people's individual COVID-19 status. Information and guidance were displayed within the home environment.
- Changes had taken place within the environment such as the removal of some furniture within the lounge areas and dining room to enable social distancing.
- Staff had received additional training in the use of Personal Protective Equipment (PPE). Systems were in place for staff to safely put PPE on and remove it safely and in line with guidance. Staff were seen to change their PPE when moving from one area of the home to another.
- Clinical waste was disposed of in line with government guidance.
- Agency staff were used to provide cover for staff who were having to self isolate. Staff from these agencies were not working at any other facility to reduce the risk of cross infection.
- The provider was engaging in regular testing for COVID-19 involving people living at the home and staff members.
- There were detailed risk assessments and policy documents which had been implemented.

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 Stephen's 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.

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 19 November 2020 and was announced.

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.