

Medina Connect Ltd

# Connect House

## Inspection report

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11 January 2022

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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

Connect House is registered to provide accommodation and nursing care for up to 74 people. The service is divided into two separate units; Heritage and Garden and provides both long term care and specialist support to people who have recently been discharged from hospital, but still require medical support before returning home to live. The service also cares for people living with dementia. At the time of our inspection there was a total of 60 people using the service.

We found the following examples of good practice:

Provider had measures in place to prevent relatives, professionals and others visitors from spreading infection. For example, hand washing facilities, personal protective equipment (PPE) and hand sanitiser were available by the entrance and throughout the service.

People had individual visitor plans as part of their care plan to make sure their social contact needs were met. The provider supported people with maintaining contact with their loved ones via window visits, calls and video calls during an active COVID-19 outbreak.

The provider was meeting COVID-19 vaccination requirements for staff and people visiting the service.

Staff had sufficient access to personal protective equipment (PPE) and hand sanitiser. Staff were aware of their role and responsibilities in following infection prevention and control measures. Staff had received relevant training in infection control and the provider ensured staff competency assessments were completed such as hand hygiene and the use of PPE.

Latest COVID-19 national guidance was continually shared with staff. Staff received regular COVID-19 testing and followed government guidance if they received a positive test or showed signs of infection. Consideration had been given to how staff entered the building, when and how they had their breaks and how staff meetings were managed. Agency staff were used to ensure safe staffing levels. Agency staff were booked in a way that reduced the risk of infection transmission. Cleaning staff had cleaning schedules, which they were required to complete, including enhanced cleaning of high touch areas. We saw the home was clean and clutter free.

All referrals to the service were triaged to assess their COVID-19 status and on admission, people received a COVID-19 test and were required to self-isolate for a period of 14 days to reduce the risk of transmission.

COVID-19 signage was displayed throughout the service. The provider had a COVID-19 and business contingency plan that provided staff with guidance of how to manage the service should an outbreak occur.

Staff encouraged people to socially distance whenever possible. People received regular COVID-19 testing and if they tested positive or showed signs of infection, they were isolated as per government guidance. This

protected people's human rights to move freely around the home and reduced the risk of COVID-19 causing distress for people. A support plan was created which covered the support needed for the person during their isolation period. This made sure people's needs physical, emotional and social needs were met during that period.

## 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**

# Connect 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 11 January 2022 and was announced. We gave the service one hour notice of the inspection.

# 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 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.
- 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.