

Afra Siyab

St Georges Residential Care Home

Inspection report

30 St Georges Road
Mitcham
Surrey
CR4 1EB

Tel: 02086875896

Date of inspection visit:
17 January 2022

Date of publication:
17 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

St Georges Residential Care Home is a residential care home providing nursing and personal care for up to three adults. At the time of our inspection there were two people using the service.

We found the following examples of good practice:

The provider understood and was meeting Covid-19 visitor vaccination requirements. This includes checking vaccination and Covid-19 status of relevant visitors (those not exempt from requirements) entering the home (fully vaccinated or exempt). The provider had personal protective equipment (PPE), specifically face masks and hand gel, at the entrance to the home for visitor use. The provider ensured that any visitors to the home had a negative lateral flow test prior to entry and wore PPE and sanitised their hands. The provider facilitated outside visits for residents to family and had a procedure where residents would be monitored on their return for signs of Covid-19 as residents were not compliant with Covid-19 testing. The provider had liaised with the local authority about not being able to complete Covid-19 testing on residents. Alternative forms of maintaining social contact were used for friends and relatives, for example, keeping in touch by the telephone. Remote considerations were considered by other visitors such as professionals and clinical consultations.

The provider told us about a process which would be followed if a resident contracted Covid-19. The provider would isolate the resident and would notify the GP, local authority and the resident's family. If a member of staff tested positive, they would isolate on the top floor of the premises and arrangements for alternative staffing would be made. The provider had not had any positive Covid-19 cases for residents or staff.

The provider had not admitted any residents during the Covid-19 pandemic. The residents at the home had been there since 2010 and the provider told us that they were like part of the family. The provider told us that if a resident were to be admitted, it would check with the hospital that the person had a negative PCR and lateral flow test prior to discharge.

Environmental measures such as effective ventilation had been implemented. All areas were uncluttered so cleaning could take place effectively. The provider did not have cleaning schedules but told us that the premises was cleaned every morning, with bathrooms cleaned twice a day and surfaces cleaned two to three times a day. We saw evidence of monthly infection prevention and control audits which had been completed.

Staff members had undertaken infection prevention and control and Covid-19 training. The provider understood and had met Covid-19 staff vaccination requirements.

We were somewhat assured that this service met good infection prevention and control guidelines as a designated care setting.

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?

Further information is in the detailed findings below.

Inspected but not rated

St Georges Residential 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 17 January 2021 and was announced.

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 somewhat assured that the provider was preventing visitors from catching and spreading infections.
- We were somewhat assured that the provider was meeting shielding and social distancing rules.
- We were somewhat assured that the provider was admitting people safely to the service in that the provider had not admitted anyone to the service during Covid-19 but had a process should this be required.
- We were somewhat assured that the provider was using PPE effectively and safely.
- We were somewhat assured that the provider was accessing testing for people using the service and staff.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were not 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.

We were not assured or somewhat assured in some areas because we found the following examples of where practice could be improved:

The provider had a policy relating to Covid-19 and a health and safety policy regarding infection prevention and control. Policies, procedures and practices were not fully in line with current government guidance and the Health and Social Care Act 2008: code of practice on the prevention and control of infections.

We did not see signage at the premises and instruction to explain what people should do to ensure safety including information on guidance, procedures or protocols to ensure infection prevention and control.

The provider did not use face masks at all times within the home. The provider told us that PPE would be worn when in close contact with residents to provide care, including gloves, masks and aprons. The provider had assessed the impact on residents of how PPE may cause fear and anxiety for residents, and established that this did not have an impact. The provider had a sufficient stock of PPE.

The Covid-19 policy dated January 2021 detailed that staff would undertake PCR testing once a week and lateral flow testing twice a week. This did not reflect the most recent government guidance on Covid-19 care home testing for regular and outbreak testing of staff (updated 15 December 2021).

There was a designated room for managing laundry. We observed that washing tablets were not locked away and that a lockable cupboard was not locked. The provider told us that it would keep soiled laundry separate and would wash separately but did not use water-soluble bags. The provider told us that the washing machine would be cleaned with disinfectant after the washing of soiled linen.

We have also signposted the provider to resources to develop its approach.