

The Hospital of God at Greatham

Stichell House

Inspection report

The Hospital of God at Greatham
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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

Stichell House provides personal care to up to 35 older people. On the day of our inspection there were 27 people using the service.

We found the following examples of good practice:

- Staff had undertaken training in putting on and taking off personal protective equipment (PPE), hand hygiene and other relevant training. One of the duty managers was the Infection Prevention and Control lead. Staff practices were monitored to ensure high standards and correct procedures were followed.
- Additional cleaning of all areas and frequent touch surfaces was being carried out. A large team of domestic staff ensured high standards of cleanliness were maintained and deep cleaning could be done regularly. Suitable supplies of PPE were available and stored appropriately.
- Systems were in place to prevent people, staff and visitors from catching and spreading infections. The home supported people and staff to maintain social distancing.
- There was a clear process for visitors, which included screening for symptoms of acute respiratory infection, a temperature check and the wearing of PPE. Visitors were asked to provide contact details. At the time of the inspection only essential health and compliance visits could take place due to a recent outbreak of COVID-19. When visits recommence, plans were in place to safely manage visits via a booking system, in accordance with national guidance.
- Staff supported people's social and emotional wellbeing. People and their relatives were supported to keep in contact using a range of technology and regular newsletters.
- The home was following national guidance for anyone moving in. Staff worked with people and their relatives to ensure they were aware of self-isolation procedures. People were supported to understand the pandemic and the need for IPC measures.
- Infection control audits and checks were carried out. Recommendations from the local IPC team had been acted upon promptly.
- The registered manager spoke positively about the dedication of the staff team during this pandemic.

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 the service was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Stichell 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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

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.

This inspection took place on 13 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 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 have also signposted the provider to resources to develop their approach.