

Barchester Healthcare Homes Limited

Tixover House

Inspection report

Tixover Grange
Tixover, Stamford
Rutland
Lincolnshire
PE9 3QN

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Date of inspection visit:
09 February 2022

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23 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

Tixover House is a care home providing accommodation, personal care and nursing care for up to 48 older people. It is situated close the village of Tixover in Rutland. On the day of our inspection visit there were 33 people using the service.

We found the following examples of good practice.

Changes to government guidance and important information was communicated to people's friends and family via emails and telephone calls. Staff were on hand to meet and greet visitors on arrival to the service to ensure they had all the information they required and the visit was managed in a safe way.

Government guidance for isolation periods was being followed and risk assessments were used where isolation periods were shortened following negative test results.

Additional staff competencies were used to check staff complied with the use of personal protective equipment (PPE) and used effective handwashing techniques.

Staff entered the premises by a separate entrance so they could change into their uniform and put on their PPE before having any contact with people who used the service.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated.

Further information is in the detailed findings below.

Inspected but not rated

Tixover 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.

We received information of concern about staffing 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 9 February 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 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.
- Visiting was unrestricted in line with current government guidance. Arrangements were in place to ensure all visits taking place were managed in the safest way as possible. This included checking COVID-19 test results before visitors entered the premises and checking visitors had not been recently exposed to COVID-19 and were not displaying any symptoms.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.