

Sanctuary Care Limited

Orchard House Residential Care Home

Inspection report

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Date of inspection visit:
26 March 2021

Date of publication:
13 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Service type

Orchard House Residential Care Home is a two-storey residential care home and can accommodate up to 35 people. The service was providing accommodation and personal care for 28 older people and some people living with dementia.

We found the following examples of good infection prevention and control (IPC) practice.

Arrangements were in place to ensure any visit was safe, including a temperature check, health questionnaire and a rapid COVID-19 test for any visitor not subject to a regular testing programme. Alternatives were in place where it was not safe for people or their family members for a physical visit. These included letters, phone calls, video technology calls and pictures.

Visits were pre-booked, time limited, based on people's individual circumstances. Visitors could only access the home through a separate external door, or if needed were escorted directly to people's room to avoid contact with others.

Staff implemented their training about infection prevention and control (IPC) and the correct use of personal protective equipment (PPE). There was a planned programme of cleaning, disinfecting and sanitising to keep the service clean. This included attention to frequently touched, or personal, items such as door handles and hoisting slings.

People, when needed, had been isolated for the appropriate time until it was safe for them to enter communal areas. Staff worked in groups. Only these staff would care for any person suspected or infected with COVID-19. No person had been infected since the pandemic started in 2020.

The registered manager supported people and staff with their wellbeing and promoted openness. They were available to listen if staff or people needed other support such as, professional counselling or support from a health professional. Audits were proactive in identifying areas to improve IPC standards.

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

Orchard House 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 26 March 2021 and was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks.

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 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 preventing visitors from catching and spreading infections.
- We were assured that the provider was using PPE effectively and safely.
- 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 somewhat assured that the provider was accessing testing for staff. Although staff were undertaking lateral flow testing, this was not in line with government guidance. The provider told us they would update their policy and risk assessments. We have also signposted the provider to resources to develop their approach in Lateral Flow Device testing for staff to ensure it is in line with recommended government guidance.