

Sanctuary Care Limited

The Laurels Residential and Nursing Home

Inspection report

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25 February 2021

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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

The Laurels Residential and Nursing Home provides nursing and personal care for up to 43 people aged 65 years and over. At the time of the inspection there were 34 people using the service.

We found the following examples of good practice:

- There was clear infection prevention signage and instructions around the home to explain what people should do to ensure safety.
- Communal areas such as an indoor visiting pod and garden areas were used creatively to support relatives' visits.
- There was a booking system in place to stagger visitors and visiting times. This minimised visitor numbers and provided time between visits for cleaning of the visiting pod.
- Arrangements were in place to ensure staff appropriately social distanced during breaks. Staff wore a fluid repellent surgical mask, eye protection, gloves and apron when delivering personal care to people.
- There was a COVID-19 testing scheme in place for all staff and people living at the home. The system also ensured that people had tested negative for COVID-19, from the hospital and the community, before they were admitted to the home.
- Clear masks were available in the home for staff or visitors to use when they spoke with people who had a hearing impairment and lip read to aid communication.
- The registered manager of the home worked closely with the cleaning staff to monitor that cleaning processes were in line with national COVID-19 guidance. Cleaning staff demonstrated a very good knowledge of the cleaning products they used and the importance of their role in keeping people safe.
- There were systems in place to support staff working at the home. The registered manager of the home ensured that they meet regularly with the night staff to update them on any changes and to monitor their wellbeing. Welfare checks to support staff who were shielding were also carried out.

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

The Laurels Residential and Nursing 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 25 February 2021 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 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.