

Somerset Care Limited

# Pulsford Lodge

## Inspection report

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20 January 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

Pulsford Lodge is a care home registered to provide accommodation and personal care to up to 49 people. The home specialises in the care of older people. On the day of the inspection there were 38 people at the home.

We found the following examples of good practice.

Staff had received training and were following up to date guidance in infection prevention and control, to minimise risks to people.

The registered manager had maintained good communication, including regular newsletters, with people and their friends and relatives throughout the pandemic. This helped to alleviate people's worries and kept friends and relatives up to date with what was happening in the home.

The home had continued to provide activities and celebrate special occasions to make sure people had social stimulation.

People were able to keep in touch with those who were important to them. There was a comfortable visiting pod where people could see visitors in a safe way. Staff supported people to use video calls to friends and relatives. They had used rapid testing where appropriate, to enable people to have contact with their loved ones.

## 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**

# Pulsford Lodge

## **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 20 January 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.