

Graysar Associates Limited

Somerville House

Inspection report

Somerville Road
Willand
Cullompton
Devon
EX15 2PP

Date of inspection visit:
28 January 2021

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17 February 2021

Tel: 01884820811

Website: www.somervillehouserch.co.uk

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Somerville House is a residential care home that was providing personal and nursing care for up to 30 people aged 65 and over. 27 people lived there at the time of the inspection.

We found the following areas of good practice.

Measures were in place to prevent the spread of infection by visitors to the service. All visitors were required to complete a health questionnaire and their temperature was taken on arrival. Visitors were also offered lateral flow tests (LFT) for the Covid-19 virus on arrival.

The provider had invested in a COVID visiting pod, which was well designed and constructed to enable safe visits from family and friends. The visiting pod was accessed directly from the garden, to avoid visitors moving through the building. Visitors were required to book in advance to make sure their visits were spread out to avoid the potential risk of transmission to others and to allow the staff team to clean and sanitise the visiting area between appointments. There was clear and appropriate signage in place for staff, people and visitors.

People were grateful for the opportunity to see relatives and friends. One said, "The hut (visiting pod) is lovely, very private". Telephone and video calls also enabled people to keep in touch with loved ones.

The registered manager kept people and families up-to-date with the current situation through regular emails and phone calls. All of the people we spoke with understood the need for the extra precautions and said they felt safe at the service. Comments included, "These are strange times but they are looking after us very well" and "It is lovely here and I feel very safe. Staff are doing a very good job."

The service had appropriate infection control policies and procedures in place. They had kept up to date with current government guidance and communicated changes to staff promptly.

Regular COVID testing was carried out at the service for both staff and people living there. There was a clear and detailed action plan in place in the event of a positive Covid-19 test. Staff completed daily checks on people's current health status to quickly identify if someone was showing signs of being unwell.

There was a clear policy in place for new admissions to the service; this applied whether it was a new person from the community or a hospital stay. The registered manager ensured Covid-19 test results had been confirmed for new admissions coming from the hospital prior to any admission. New admissions were required to stay quarantined in their room for 14 days.

Staff had received additional training related to COVID infection prevention and control and how to use personal protective equipment (PPE) properly. There were sufficient stocks available including masks, gloves, aprons and hand sanitiser. Staff were seen to be wearing PPE appropriately. Sanitisation and PPE

stations were placed around the building for easy access.

Infection prevention and control audits took place and action plans were developed to follow up on any required actions. This ensured the registered manager had effective oversight of infection control measures.

The service had contingency plans in place in the event of any outbreak of Covid-19 or other emergency.

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?

Further information is in the detailed findings below.

Inspected but not rated

Somerville 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 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 28 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.