

Stoneleigh Residential Care Home Limited

# Stoneleigh Residential Care Home Limited

## Inspection report

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Date of inspection visit:  
25 February 2021

Date of publication:  
23 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Stoneleigh Residential Home is a residential care home registered to provide accommodation and personal care for up to 27 older people, some of whom may be living with dementia.

We found the following examples of good practice:

All areas of the home were clean and tidy. Domestic hours had been increased over all seven days since the start of the pandemic in order to maintain strict cleanliness of all areas. Each staff member had their own supply of hand sanitising gel on their person, and gel dispensers were positioned around the home as well as in the main entrance. The registered manager, provider and senior care staff monitored work practice, checked on the cleanliness of all areas of the home and staff compliance with hand hygiene and wearing personal protective equipment (PPE).

Staff were always required to wear a face mask when on duty. COVID-19 testing of people and the staff team had continued since starting in May 2020. Staff have been tested three times a week, once with a full PCR test and twice a week by a lateral flow test (LFT). People who lived in Stoneleigh Residential Home were tested every three weeks and retested should they show signs of illness.

Visits from healthcare professionals were kept to a minimum. The registered manager used emails and video calls to share any health care information and gain advice. Every person and staff member had already received their first dose of the COVID-19 vaccine and were expecting to have their second dose in mid-March 2021.

The provider visitor's policy had been issued to all family and friends. Whilst the home had been closed to visitors, window visits, emails, and video calls were used so people could keep in touch with their family/friends. These visits had to be pre-booked. The home now had a garden room where visitors could physically visit. This contained two areas with a screen in between the person and visitor. Visitors testing procedures were in place, (LFT) and had been communicated to all staff, people and their families and friends. Visits in exceptional circumstances were supported and enabled.

External entertainers had been stopped but the staff team were keen to ensure people's spirits were kept up. Small group activities were organised by the staff team and all birthdays and calendar events were marked. Those staff we saw during this inspection were interacting with people on a one to one basis but were socially distancing from their colleagues and people as much as they were able. When staff delivered personal care, they wore an apron and gloves as well as their face mask.

The home has had several new admissions since the start of the pandemic. New people were only admitted if they had a negative COVID-19 test. For the first 14-day period they would be isolated in their bedroom and tested regularly. If a person was hospitalised, upon return to the home, these same procedures were followed. If the home had an outbreak of COVID-19, people would be isolated in their rooms and the staff

would work following barrier nursing procedures.

All staff had completed infection prevention and control training. The registered manager had completed a two- day infection control train the trainer course and the staff team had been continually updated. This extra training covered donning and doffing of PPE and hand hygiene as examples. The registered manager had increased the number of infection control audits being completed to ensure best practice continued.

The service had updated their infection prevention and control policies and procedures. They had a business continuity plan in place and revised this regularly. The registered manager and provider completed a daily tracker form for North Somerset Council and communicated with a contract compliance officer on alternate weeks. They kept abreast of any changes in policy provided by Public Health England, CQC and the Department of Health and Social Care.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

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## **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 was 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 were looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection prevention and control measures the provider has in place.

The inspection took place on 25th February 2021 and was announced.

# Is the service safe?

## Our findings

### 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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.