

Summerhayes Care Home Limited

Summerhayes Care Home

Inspection report

The Square
Sandford
Credon
Devon
EX17 4LN

Tel: 01363777070

Date of inspection visit:
28 January 2021

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12 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Summerhayes is a small family run home providing personal care and accommodation for up to 14 older people with a range of needs catered for. The home is a large detached Georgian property standing in its own gardens in the small village of Sandford, near Crediton. There were 14 people living at the home at the time of the inspection. There are two floors, which are accessed by a stair lift.

We found the following examples of good practice.

People were supported to keep in touch with friends a family. A designated visiting room with perspex screen allowed people to see and speak with visitors safely and in comfort. There were also outside areas where people could sit socially distanced and screened from visitors including a covered veranda and a gazebo. There were strict protocols in place before visitors were allowed to enter the home including checking tempratures and taking a Lateral Flow covid test. Visitors were asked to wait in their cars until the results of the Lateral Flow tests were received. Staff also supported people to keep in regular contact with friends and families through telephone and video calls, and through e mails. Relatives and friends received photographs of activities people had participated in, and news about their health and well-being.

The provider and staff team had taken a range of measures to reduce the risk of infection to people and staff. The home was 'zoned' in three areas. Each group of people had their own sitting room/dining room and their own care staff team. This reduced the risk of any potential outbreak of Covid-19 spreading throughout the whole home. Staff had received training, information and support on all aspects of Covid-19 and the precautions needed to reduce the risk of infection. People and staff were tested regularly to check they were free from Covid-19. People and staff had recently been vaccinated against Covid-19.

Care was taken before new people were admitted to the home to ensure they did not take Covid-19 into the home. New people were isolated in their rooms for the required period of time.

There were good supplies of protective personal equipment in place and staff were seen wearing the appropriate equipment at all times. Staff were aware that facemasks may make it difficult for people to recognise them and to overcome this they wore lanyards with large photographs of their faces.

Strict cleaning routines were followed. Tasks were logged on the home's computerised care system to enable managers to carry out audits and checks to ensure cleaning tasks have been completed. All areas were cleaned frequently, including regular deep-cleaning.

The managers and staff had taken great care to keep themselves updated on current legislation and good practice. Detailed policies and procedures reflecting national guidance and legislation were in place to ensure people and staff remained safe. The management team had participated in local support groups, attended meetings and utilised all local offers of training and advice to ensure staff followed best practice.

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

Summerhayes 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 28 January 2021 and was announced.

Is the service safe?

Our findings

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.