

Towans Care Limited

The Towans Care Home

Inspection report

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22 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 Towans Care Home is registered to provide care and accommodation for up to 28 older people. At this inspection there were 21 people living at the home. The home is an older building; it has two floors with communal spaces such as lounges, conservatory and a dining room on the ground floor. There was a garden which people were able to freely move to. Everyone had their own individual bedroom; most rooms had their own toilet and wash basin. People shared communal bathrooms.

We found the following examples of good practice.

The provider had an outbreak of COVID-19 in the home. This was now under control. At the time of the inspection all residents and staff had tested negative.

When staff came on shift, they were expected to enter through a back entrance, record their temperatures and use hand sanitising gel. They then walked through the building to a room near the front entrance to get changed. We discussed this with the provider who agreed it would be better for staff to enter through the front entrance as the changing room was next to it. This was implemented immediately. A staff member told us, "We use tie bags to store our clothes during the day."

Staff had received training in infection control, including how to safely put on and take off personal protective equipment (PPE), such as gloves, aprons, and face coverings. The registered manager also told us they had changed their training provider to ensure staff knowledge was good.

We saw staff wearing appropriate PPE and changing their PPE when moving from room to room. Staff we spoke with were able to describe how they put on and take off PPE appropriately. There were PPE stations throughout the home.

The provider had stopped most visitors coming into the home, this was to help prevent the virus re-entering the home. However, this was dependant on the person's needs. The provider told us how they encouraged relatives to visit people who were receiving end of life care. We reviewed the provider's visitor's policy; the provider assured us when visitors visit the home, they are asked to wash their hands, wear PPE, and maintain social distancing. A staff member told us, "We support people to use phones and other technology to keep in touch."

The home was spread over two floors and staff could isolate each floor, and zone off areas within each corridor. This was implemented when the home had an outbreak. The provider was in regular contact with their clinical lead and had been supported by Public Health England and the local commissioning team during their outbreak in the home.

The provider was admitting people to the home as they had some vacancies. The provider told us no one would be admitted without a negative COVID-19 test first, and they would be expected to remain in isolation

for 14 days when they moved in. They also told us peoples belongings would go into isolation for 72 hours prior to the person moving in. The provider's admissions policy confirmed this was the correct process for the home.

The provider ensured regular COVID-19 PCR testing was carried out, weekly for staff and monthly for people living in the home. The provider was not using regular COVID-19 LFD testing for staff and visitors, this was not in line with COVID-19 testing guidance. We discussed this and the provider assured us they would implement this immediately. The registered manager told us, and records confirmed, they gained consent from relatives for people who were not able to consent to testing, this information was considered in the persons best interest and in line with the Mental Capacity Act.

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.

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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 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 22 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.

We have also signposted the provider to resources to develop their approach.