

Mr David Beattie and Mrs Carole Leyland

Tree Tops Residential Home

Inspection report

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Date of inspection visit:

16 November 2020

18 November 2020

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09 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Tree Tops Residential home provides residential care and support for up to 41 people. People living in the service may be living with dementia. At the time of the inspection there were 34 people living there. The service comprises of two units; the Tree Tops unit which can accommodate 28 people and Delph unit can accommodate 13 people living with dementia.

We found the following examples of good practice

Staff reassured people throughout the pandemic and provided them with the support they needed to maintain regular contact with family and friends. They used emails and telephone calls. They hoped a new iPad due to be delivered would help provide more contact through technology. Relatives' offered very positive feedback about the caring nature of staff and how well they were being updated.

Visits were restricted to essential visitors only and they were carried out safely.

No person had been admitted to the service during a recent COVID-19 outbreak, however they had safe procedures in place for admitting people into the service.

The right standard of personal protective equipment (PPE) was in good supply and PPE stations were located across the service. Staff completed in house training and underwent regular checks on their competency around the safe use of PPE. Staff used and disposed of PPE correctly.

Staff followed shielding and social distancing rules and encouraged people to maintain social distancing.

COVID-19 testing was available to people using the service and staff. The frequency of testing was in line with current guidance.

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 this service were following safe infection prevention and control measures to keep people safe.

Inspected but not rated

Tree Tops Residential 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

This inspection took place on 16 and 18 November 2020.

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 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 managed.
- We were assured that the provider's infection prevention and control policy was up to date.