

# Follett Care Limited

# Tripletrees

## Inspection report

70 Ferndale Road  
Burgess Hill  
West Sussex  
RH15 0HD

Tel: 01444243054  
Website: [www.follettcare.com](http://www.follettcare.com)

Date of inspection visit:  
03 February 2021

Date of publication:  
24 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

Tripletrees is a care home is registered to accommodate up to 28 people and at the time of the inspection there were 27 people accommodated in one adapted building, over four floors. Each person had their own room and en suite toilet with access to communal bathrooms. The home provided accommodation for older people and those living with dementia.

We found the following examples of good practice.

Plans were in place to isolate people with COVID-19 to minimise transmission. The service had good supplies of personal protective equipment (PPE) that were readily available in stations throughout the service.

Visitors were asked to take a lateral flow COVID-19 test, have their temperature checked, use hand sanitiser and sign in on arrival. Visiting health and social care professionals who were part of a workplace COVID-19 testing assurance programme, such as GPs and district nurses were not required to take lateral flow tests.

The service took action to replace hand sanitiser pump dispensers with wall mounted push style hand sanitiser dispensers when some people had found the pump dispensers difficult to use.

Staff had received training on how to keep people safe during the COVID-19 pandemic and staff and residents were regularly tested for COVID-19. The building was clean and free from clutter.

People were well supported by staff to have telephone and internet contact with their family and friends. The service facilitated in person visits in a manner which minimised the risk of infection spread.

Staff ensured people's welfare had been maintained and they had sufficient stimulation, for example through activities.

## 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**

# Tripletrees

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

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 3 February 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 using personal protective equipment 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 was meeting shielding and social distancing rules.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was admitting people safely to the service.