

Care UK Community Partnerships Ltd

Glastonbury Court

Inspection report

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10 February 2022

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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

Glastonbury Court is a registered care home providing personal and nursing care to up to 60 people. At the time of the inspection there were 54 people living in the home. Most of these people were older adults with needs associated with physical disability, dementia or long-term conditions.

Glastonbury Court has three separate suites: Abbey, Royal and Angel and each unit has separate adapted facilities. Angel provides people with nursing care.

We found the following examples of good practice.

The service was clean and fresh smelling throughout. Staff were observed wearing personal protective equipment and told us that they had access to plentiful supplies. Audits were undertaken to check that staff were following the guidance.

Schedules were in place which evidenced regular cleaning, including the cleaning of areas of frequent touch points.

Steps were taken to protect people from the risks of acquiring infection. Professionals were subject to screening procedures on arrival. There was a system of regular COVID 19 testing for people who used the service, staff and visitors.

People living in the service were enabled to maintain regular contact with friends and family. The role of the essential care giver was supported to promote people's wellbeing.

The service had comprehensive policies and procedures in place to manage the risks associated with the pandemic. Infection control champions were in place to promote good 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

Glastonbury Court

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 10 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

Visiting in care homes

- We observed the provider was facilitating visits to the service and people were supported to maintain contacts with their friends and relatives.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.