

Somerset Care Limited

Stockmoor Lodge

Inspection report

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06 October 2020

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

We found the following examples of good practice.

The service had a comprehensive risk assessment in place and had developed plans to reduce risks. Staff understood the measures in place and had received suitable training. Contingency plans were in place to manage any infections or outbreaks.

People were not admitted to the service unless they tested negative for Covid-19; there were procedures in place to isolate new admissions for a further two weeks to ensure they were free of the virus.

The service was separated into six units, each unit could be isolated using a zoning system. Wherever possible staff worked on one specific unit. During a suspected outbreak, where three people were asymptomatic, only specific staff worked on those units and did not work on other units.

The registered manager facilitated regular testing was for both staff and people living at the service. Senior members of staff at the service carried out regular hand washing audits and checked staff were following the correct infection control procedures. Staff we spoke with were confident and knowledgeable about how to protect people from the risk of infection.

There were effective systems in place to support visits. The registered manager had introduced a one-way system to access specific areas. All visitors to the service were required to sign in, have their temperatures taken and wash their hands. Visitors were provided with personal protective equipment (PPE) and their movements around the service restricted to a minimum. People were supported to safely visit loved ones in their bedrooms as they approached the end of their lives.

During the summer people had been able to experience performances by musicians and entertainers. They had been able to sit on the balcony whilst the performances took place on the other side of the fence.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at part of this key question.

Inspected but not rated

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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.

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 thematic review of infection control and prevention measures in care homes.

This inspection took place on 06 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.