

Dr Sunita Nagpal and Partners

Salisbury Residential Home

Inspection report

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11 March 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

Salisbury residential home is a residential care home, providing accommodation and personal care. The service accommodates up to 30 people in one adapted building. At the time of this inspection, there were 26 people living in the service, some of whom were living with dementia

We found the following examples of good practice:

The service had built a pod into their lounge to look like a 1950s music booth with an entrance from the garden. Relatives entered the pod from the garden to visit the people who lived in the service, who they saw through a screen in the lounge. The pod was also used for entertainment with singers. There was a microphone system to aid hearing.

A person who used the service close relative died so the service organised for them to watch the funeral procession drive past and had a small wake in the dining room with photos of the person with the relative, to help them pay respects and remember.

The service had reorganised the bedroom arrangements so those people who walked with a purpose were downstairs for their safety and better observation and those people who were isolating due to being admitted or returned from hospital were upstairs, so their bedrooms could not be accessed easily by those that walked with a purpose.

A range of risk assessments had been completed for concerns raised due to the COVID-19, including changes which affected fire management, to ensure people who lived in the service were kept safe.

Staff who worked in the service had a reward day organised by the manager to say thank you for their hard work and sacrifices during this time. This was risk assessed and measures put in place to ensure it was COVID-19 safe.

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

Salisbury 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.

As part of CQC's response to the COVID-19 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 11 March 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 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 were somewhat assured by staff's use of personal protective equipment (PPE). Following inspection this was reviewed and is now in line with Government guidance.

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