

Mr & Mrs L Spiller

Gorselands Care Home

Inspection report

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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

Gorselands is a residential care home registered to provide accommodation and personal care for up to 30 older people living with dementia. At the time of this inspection the home had 28 people living there.

We found the following examples of good practice:

All visits to Gorselands had to be pre-booked. Visitors to the home were met at the front gates by a member of staff and provided with a supply of personal protective equipment (PPE). They were asked to wash their hands and put on the PPE. Healthcare and social care visitors had to have evidence of a recent negative COVID-19 test. Family and friends had to have a negative lateral flow test (LFT) before being permitted to visit.

On the day of this inspection, the first in-person visit was being made by a family member. These visits take place in one designated area of the home only and the room was cleaned thoroughly after use. The provider was being cautious in 'opening up the home' and these visits were being made available twice a day, six days a week. The room can be well ventilated. Alternative arrangements were in place to keep other people and their relatives/friends in contact. For example, telephone, email and video calls.

Staff entered the home via the back door. They were required to use hand sanitising gel on entering the home, then go straight into the donning and doffing room and apply their face mask and gloves. PPE stations had been set up in various places around the home.

A COVID-19 testing programme was in place for all staff and the people who lived at Gorselands. Staff were tested twice a week using the LFT test and once a week a full PCR test. People were tested every 28 days but more often if presented with any COVID-19 symptoms. The service had plentiful supplies of PPE and we saw this being used correctly.

Visits from healthcare professionals such as GPs and community-based nurses and allied healthcare professionals had been kept to a minimum. The provider and registered manager had good links with the surgery and spoke to a named professional at least weekly. All 28 people and 95% of the staff team had received their first dose COVID-19 vaccination, with the second dose planned at end of March/beginning of April.

People were supported by the staff to maintain the two-metre social distancing rule, however due to people's dementia this was not always possible. Staff socially distanced from their colleagues, including when they were taking drink and meal breaks. When they were delivering personal care they wore face masks, gloves and a plastic apron. The provider had already obtained a supply of additional PPE should there be an outbreak of infection in the home.

The activities coordinator and staff team continued to support people with activities of their choosing.

Small and larger group activities were arranged. During this inspection we saw people singing, dancing, or having one-to-one time with a member of staff. The home was spacious with many communal areas so people and the care staff were able to space out.

At the time of this inspection the home had two vacant rooms, but these were deliberately being kept available. During the pandemic, several people had been admitted. Because of the difficulties in isolating any new person in their bedroom for the first 14 days, the provider had arranged for one person to be admitted after they had already isolated in their own home for 14 days and had a negative COVID-19 test result.

The provider said if there was an outbreak of COVID-19 within Gorselands, it would be possible to cordon off an area of the home in order to prevent further spread of infection.

Infection prevention and control training was part of the mandatory training programme each staff member had to complete, but extra training had been delivered during the pandemic. All staff had received COVID-19 specific training which included hand hygiene and donning and doffing of PPE. The provider had updated their infection prevention and control policies always taking into account guidance instructions from Public Health England, CQC, the Local Authority and the Department of Health and Social Care.

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 the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Gorselands Care 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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

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 prevention and control measures the provider has in place.

The inspection took place on 10th March 2021 and was announced.

Is the service safe?

Our findings

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