

Pilgrims' Friend Society

# Shottermill House

## 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

Shottermill House is a residential care home providing personal and nursing care to 30 people at the time of the inspection. The service can support up to 31 people. Shottermill House accommodates people in one adapted building, spread across two floors. People were living with a range of needs associated with the frailties of old age and some people were living with dementia.

We found the following examples of good practice.

There was clear communication to people who were visiting the service. Visiting was by appointment and there were different arrangements in place, to allow for individual preferences and weather conditions. Visitors used face masks and had temperature checks. Visits were risk assessed using a health questionnaire.

The layout of the service had allowed for isolation when needed and staff were working on separate floors. The service was clean. Additional housekeeping staff had been employed and a robust cleaning schedule was maintained. The layout of the service had been adjusted to give space between people when using communal areas.

One person had been unable to see their relative who lived overseas. Staff had supported contact with video calls and emails.

## 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**

# Shottermill House

## **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 20 August 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.