

Castlehaven Care Limited

# The Pines Residential Home

## Inspection report

The Pines  
Colebatch  
Bishops Castle  
Shropshire  
SY9 5JY

Tel: 01588638687

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04 February 2022

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15 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

The Pines Residential Home is a care home providing personal care to up to 13 people who have a learning disability. At the time of the inspection 12 people were using the service. The Pines Residential Home is made up of three separate units; The Pines House, The Pines Unit and The Pines Cone.

We found the following examples of good practice.

Visitors were checked on arrival for proof of vaccination where it was applicable. The provider kept themselves informed about changes in best practice guidance and adapted their practice accordingly. For example, following changes to visiting guidance the provider revised their practice to support people to maintain relationships with those close to them.

We saw there was a plentiful supply of PPE throughout the buildings and staff were observed wearing it appropriately at all times. The provider acted on advice from infection prevention and control (IPC) leads from partner agencies. For example, following a recent IPC visit the provider revised their use of PPE and removed any unnecessary equipment.

The provider kept themselves, and staff, up to date with advice and guidance about best practice in care homes. For example, everyone we spoke with knew about the changes to visiting and testing.

Risk assessments were in place for people and staff regarding individual risk factors of COVID-19. Staff and people were regularly tested and had received COVID-19 vaccinations unless exempt.

## 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**

# The Pines 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 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 4th 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. This was because we found some items of fixed equipment could not be effectually cleaned. For example, some radiators had developed rust spots and some cupboard doors had missing edging exposing the wood beneath. The registered manager told us they had identified these issues and were working to address them. However, this had been hampered by the lack of available tradespersons owing to the pandemic. We have signposted the provider to resources to develop their approach.
- 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

- The provider was supporting visits in line with the Governments guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.