

Doveleigh Care Limited

# Doveridge Care Home

## Inspection report

South Street  
Colyton  
Devon  
EX24 6PS

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Date of inspection visit:  
17 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

Doveridge Care Home provides accommodation with personal care for up to 20 older people who may be living with dementia. The home is two storey adapted building in Colyton, East Devon. At the time of the inspection 17 people lived there.

We found the following examples of good practice:

Staff had received infection control training and followed up to date infection prevention and control guidance to help people stay safe. Staff used personal protective equipment (PPE) correctly and in accordance with current guidance to minimise cross infection risks to people. Staff and people were regularly tested in line with the government's current testing programme. Staff supported people with social distancing and frequent handwashing to protect against Covid 19. The home was clean and well maintained. Cleaning records showed increased cleaning of frequent touch points such as door handles and light switches.

All visitors were screened for any signs or symptoms of COVID 19 and underwent Covid 19 testing prior to their visit. Staff supported safe practise and made sure all visitors were screened and they wore the appropriate Personal Protective Equipment (PPE). When visitors were restricted, staff supported people to keep in touch with their families. Key workers helped people send loved one's messages via email with photographs, so they could see what each person has been doing. Feedback from families showed they loved receiving these which offered them comfort and reassurance. The registered manager kept people and families up to date with the current situation through regular emails and phone calls.

Staff found individual ways to support relatives to stay in touch. For example, the partner of a person who lived at the home was recruited as a volunteer, so they could safely spend more time with their loved one and support others. Where a relative could not visit because of risks of using public transport, staff took the person to go where their relative lived and arranged a socially distanced visit in the transport bus.

Staff had made adaptations to support effective communication with people because of wearing masks. For example, by speaking more slowly and clearly. They had also taught people simple sign language, for example, to say 'I love you' during visits or video calls with family. To support people's mental and physical wellbeing and prevent isolation, two additional activity co-ordinators had been recruited. This meant people had extra support with small group and one to one activities to meet their individual needs. Also, people who wished to could go out regularly.

Staff said they felt valued and that management support, teamwork and communication was excellent. Due to restricted space for staff breaks, the provider had installed a very comfortable 'pod' in the garden with a coffee machine that staff could use individually to have a break and catch up on record keeping. Staff comments included "Doveridge is doing a fantastic job," "The care here is brilliant" and "Staff are looked after really well, the team has coped incredibly well and supported one another."

## 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**

# Doveridge 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 is 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 control and prevention measures the provider has in place.

This inspection took place on 17 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 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.