

Sutton Veny House Limited

South Cary House

Inspection report

South Street
Castle Cary
Somerset
BA7 7ES

Tel: 01963350272

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27 January 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

South Cary House provides care and accommodation for up to 23 older people. At the time of the inspection 23 people were living at the home. The home has its own grounds and is located in a village. Each person has an individual room and there are shared facilities such as lounges, bathrooms and a dining room.

We found the following examples of good practice.

People were happy and comfortable at the home being supported by staff. The staff told us they had worked hard to reassure people during the pandemic and consider their well-being. One staff member said, "We love our jobs and residents. We are working hard to keep them all safe." The staff were all proud they had prevented a COVID-19 outbreak at the home so far. One relative told us, "It is a safe environment and I am confident that my mother is living the best life she can."

Visiting had been encouraged at the home during the summer and outside of national lockdowns. This included building and using a special pod in the garden. For colder weather they had set up an area in an entrance hall. Screens were used and support provided by staff to ensure guidance was followed. One relative said, "All the staff keep me well informed of how my mother is, and what is going on. Mum is very happy [at the home]."

Staff knew how to wash their hands to prevent the spread of infection. They all knew how to safely put on and take off personal protective equipment (PPE) such as gloves, masks and aprons. Staff were happy to correct each other if they saw mistakes. One staff member commented, "We all remind each other and will be confident to tell each other."

The home was clean, and systems were in place to ensure there was daily cleaning. Staff were clear it was their responsibility for cleaning when they touched something like chairs or tables. We saw this happening throughout the inspection. However, further consideration was needed to formalise monitoring of the frequently touched areas considering the new COVID-19 variants.

Regular testing was in place for staff, people and visitors. Consideration had been made about people who lacked capacity to make the decisions and involving family. Lateral flow tests were being used by staff as another way to keep people 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

South Cary 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.

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 27 January 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 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.
- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. There had been a provider approach of no visitors during the current national lockdown. Systems were in place to keep people in touch with those important for them and visitors could come for end of life. Following the inspection, the provider informed us that visiting has now been restarted in line with government guidance.

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