

Four Seasons Mickleton Limited

# Four Seasons

## Inspection report

Back Lane  
Mickleton  
Chipping Campden  
Gloucestershire  
GL55 6SJ

Tel: 01386438300

Website: [www.fourseasons-mickleton.co.uk](http://www.fourseasons-mickleton.co.uk)

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09 February 2022

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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

Four Seasons is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Four Seasons provides accommodation and personal care to up to 21 older people. At the time of our inspection 15 people were living at the home.

We found the following examples of good practice.

The service had systems in place for safe visiting to allow people to see and speak to their relatives. Visitation adjustments had been introduced including an alternative visiting pod which had been created to safely facilitate visits from relatives and friends.

The service had sufficient stock of Personal Protective Equipment (PPE) which was organised in designated areas for donning and doffing (put on and take off). Staff received training around the use of PPE.

Some of the people living at Four Seasons told us that they had been involved in knitting items for premature babies for a hospital using wool which had been donated to the home.

The service participated in the COVID-19 regular testing programme for staff and people.

The service had ensured people's health needs had been assessed and plans were in place to minimise the risk of COVID-19 to their health and wellbeing.

A cleaning schedule was followed to ensure effective measures to reduce infection risks, including tasks such as cleaning of any regular touchpoint surfaces.

The provider's systems and processes for managing COVID-19 had been reviewed and kept up to date.

## 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**

# Four Seasons

## **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 9th 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 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.

People were supported to see their families in accordance with their preferences and in line with government guidance. Telephone contact supported bespoke visiting at the home.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.