

Four Seasons Homes No.4 Limited

Pellon Care Centre

Inspection report

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Date of inspection visit:
11 February 2022

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Pellon Care Centre is a residential care home providing personal and nursing care in two separate units, each of which have separate adapted facilities. Brackenbed View unit provides nursing intermediate care for up to 33 people and has two places for people requiring long term nursing care. At the time of the inspection there were 30 people receiving care on Brackenbed View unit. Pellon Manor unit provides personal care for up to 35 people. At the time of the inspection there were 16 people in residence on this unit. A third unit within the complex, Birkshall Mews, is closed

We found the following examples of good practice.

Professional visitors and relatives were tested for COVID-19 at the service. Visiting professionals and staff provided evidence of their vaccination status before entering the service.

Risks relating to COVID-19 had been assessed and mitigated for individual people, staff and visitors.

A machine for measuring the level of sanitisation on common touch points was used daily. Reports of results of this identified where more thorough cleaning was needed.

The manager addressed issues relating to organisation of furniture to support social distancing and general hygiene practices on one unit immediately.

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 detail of our findings is in the Safe section below.

Inspected but not rated

Pellon Care Centre

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 11 February 2022 and was announced. We gave the service one day's 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 somewhat 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.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider's infection prevention and control policy was up to date.

The provider had systems in place to make sure visiting arrangements were in line with current guidance. A booking system was in place which people could access remotely or telephone the service to book a visit. Visits were not time restricted.

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.
- On one unit, furniture had not been arranged to support distancing. This was addressed during the visit.
- We found evidence general hygiene practices not always being followed on one unit. This was addressed immediately by the home manager.
- The manager was new to the service on the day of inspection and was not able to locate the most recent external IPC audit.

We have suggested improvements to the service to develop their approach.