

Somerleigh Court Ltd

Somerleigh Court

Inspection report

Somerleigh Road
Dorchester
Dorset
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Tel: 01305259882

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14 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

Somerleigh Court is a nursing home which accommodates up to 40 older people which includes a specialist dementia unit. The service is in Dorchester and is purpose built with rooms arranged over three floors with a communal lounge and dining area on each floor. There is lift and stairs access to each floor and a small secure outside garden space at the home. The service also runs a domiciliary care agency from this location, known as Close Care.

People's experience of using this service and what we found

People were supported by staff who were kind and knew them well. People and relatives told us they were happy with the care they received at Somerleigh Court and from the 'Close Care' domiciliary care service. One person said, "I'm looked after very well, and I get on with the staff." One relative told us, "Dad's been here for six years and I can't fault the care. I've been able to visit...I can visit whenever I need to."

Risks to people associated with eating and drinking were assessed and planned for. People were supported by staff to eat and drink in line with their risk management plans. There was mixed feedback about the quality of food. The general manager told us a new catering manager had been appointed and they were planning to review people's mealtime experiences.

People were supported by staff who were clear about their roles and what people needed from them. There were enough staff deployed to meet people's needs.

The home was clean and free from odours. Housekeeping staff completed cleaning schedules and frequent cleaning of regularly touched surfaces had been implemented. Improvements were needed to the environment on the second floor to ensure all surfaces could be effectively cleaned. The provider took immediate action to address this.

People were supported by staff who understood how to reduce the risk of cross infection. Staff wore personal protective equipment (PPE) and overall demonstrated good hand hygiene practice. The general manager addressed issues identified during the inspection immediately.

The provider had a regular programme of COVID-19 testing for people in the home, staff and visitors. All visitors, including professionals, were subject to a range of screening procedures, including showing evidence of vaccination and a negative lateral flow test before entry into the home was allowed.

Visits with relatives and friends were accommodated and adaptations made in response to the changing government guidelines. When visiting was restricted, staff supported people to keep in touch with loved ones through telephone and video calls and e-mails. Visitors told us they were kept up to date and visits were supported at all times if they were essential carers.

Rating at last inspection

The last rating for this service was Good (published 2 April 2020)

Why we inspected

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

We also undertook this targeted inspection to check on a specific concern we had about the risk management of people eating and drinking.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

The overall rating for the service has not changed following this targeted inspection and remains good.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Somerleigh Court on our website at www.cqc.org.uk.

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

Somerleigh Court

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. In addition, we looked at risk management systems in relation to people's eating and drinking. 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 14 February 2022 and was unannounced. The registered manager was not available during the inspection and the general manager supported the inspection.

Is the service safe?

Our findings

Assessing risk, safety monitoring and management

- We received concerns about people's specialised diets and other risks associated with eating and drinking.
- There were care plans in place for any risks to people from eating and drinking. People were supported to eat and drink as described in their care plans. This included specific diets and any modified diets. Staff supported people in a relaxed way and chatted with them throughout their meal.
- There was mixed feedback from people about the quality of the food. Some people and relatives told us the quality was good whilst others said it was variable. People and staff told us that people ordered their meals the day before and could not recall what they ordered. Staff offered people alternatives when they did not like what they had ordered. The general manager told us they would ensure the menus were displayed and agreed to keep people's mealtime experiences under review.
- The general manager informed us there was a newly appointed catering manager, who was planning improvements to the menu. On the day of the inspection it was one of the new chef's first day, and the main meal of the day was delayed by half an hour. This was because they were unfamiliar with the service. We asked staff to reheat one person's meal who complained it was cold. The general manager assured us they would remind staff to ensure that the hot trolleys were plugged in to make sure people's meals were served hot.

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures. People told us there were enough staff and they responded when they needed them. One person said, "I've got my buzzer around my neck. I don't have to wait long for them to come."
- There was mixed feedback from staff about how well supported they felt by senior managers. The general manager told us they held an open surgery every week where staff could raise any concerns, staff support information was shared via the service's electronic recording system and there were posters displayed throughout the home about the provider's confidential staff support systems. There had been a recent staff survey and the general manager agreed to send us the findings once they were collated.

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. People and relatives told us staff wore PPE. However, we observed some staff's face masks were slipping off their noses and were not secure on their faces. The general manager believed that this was an issue with the current batch of face masks and gave us assurances they would ask staff to ensure they were fitting correctly.
- 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. The kitchenette area on the second floor had not yet been refurbished and the

damage to the cupboard doors and surfaces meant they were difficult to keep clean. The provider took immediate action following the inspection and confirmed that the cupboard doors had been replaced and the work surfaces sealed. A vinyl recliner chair with damaged and split coverings was removed. The planned refurbishment of the second floor, including the replacement of the kitchenette, was scheduled to start in March 2022.

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

Visiting in care homes

- The provider was facilitating visits for people living in the home in accordance with the current guidance. Essential visitors had been identified for people and confirmed they had continued to visit their family member at the home at all times. When visiting was restricted, staff supported people to keep in touch with loved ones through telephone and video calls and e-mails.

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.