

Stallcombe House

Stallcombe House

Inspection report

Sanctuary Lane
Woodbury
Exeter
Devon
EX5 1EX

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22 April 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

Stallcombe House 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. The home provides accommodation and personal care for up to 33 adults who have a learning disability. At the time of our inspection there were 33 people living at the service.

We found the following examples of good practice.

Facilities were in place to wash hands or use hand sanitiser on entering and leaving the home. Visitors were supported to wear a face covering when visiting, and wash hands before/after use. All visitors were screened for symptoms of COVID-19 before being allowed to enter the home. There was prominent signage and instructions to explain what people should do to ensure safety. Information was easily accessible on arrival and before visits to ensure visitors followed guidance, procedures and protocols to ensure compliance with infection prevention control.

The registered manager and members of the management team communicated with people, staff and health and social care professionals regularly to make sure everyone had an understanding of precautions being taken, and how to keep people safe. The home was following government guidance regards to visitors.

Due to the needs of people living at Stallcombe House and their limited understanding of following social distancing measures, the home had adapted visiting arrangements in line with government guidance which states: 'The guidance is there to help care homes get the balance right between keeping everyone as safe as possible, while providing as much safe visiting as they can. However, we realise that every home and every resident is different. There will be some situations where a slightly different approach is needed because of the needs of the resident. Any changes to the rules need to be agreed by everyone involved.'

As a result, and agreed with all parties through meetings and surveys, visits were taking place in the summerhouse for three weeks after people have had their second COVID-19 vaccination. Health professionals commented: "Stallcombe House have done a fantastic job keeping their vulnerable residents safe and free from Covid infection this last 12 months. The residents are treated as individuals and have had COVID-19 restrictions explained in many formats. Their range of intellectual abilities has added to the complexity of keeping the residents safe. The management team have listened to families and implemented national guidance" and "I was reassured by Stallcombe's attempt to work in partnership with families to direct their decision making, promoting feedback in relation to their risk management approach before concluding their policies/decisions. From meeting today with (management team) I have discussed the guidance with them and in turn feel confident they have reviewed the guidance and applied it to Stallcombe to the best of their ability."

Staff were following current infection prevention and control guidance to help people to stay safe. There

were suitable risk assessments and an up to date infection control policy and procedure in place. The registered manager ensured staff understood why every measure was essential.

Personal Protective Equipment (PPE) was readily available around the building. We saw there was a good supply of PPE for staff to use. Staff were observed to be wearing PPE appropriately and disposed of it in clinical waste bins. Whole home testing was undertaken, with frequency of testing people and staff in line with current guidance.

Staff had completed training to ensure staff knew how to keep people safe during the COVID-19 pandemic. Staff had also been supported by external health professionals to ensure safe infection prevention and control measures were in place.

Infection prevention and control audits were carried out to ensure the premises was meeting infection control measures. A cleaning schedule for all areas of the home was in place and implemented to ensure the whole home was effectively cleaned on a regular basis.

Staff supported people to occupy themselves whilst maintaining their safety. Staff helped people to stay in touch with their friends and family. Alternative forms of maintaining social contact were used for friends and relatives; for example: keeping in touch using video calls.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below

Stallcombe 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 COVID-19 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.

We received information of concern about infection control and prevention measures at this service, specifically regards to visiting arrangements. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 22 April 2021 and was unannounced.

Is the service safe?

Our findings

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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.