

Seymour Court Care Limited

# Seymour Court Nursing and Care Home

## Inspection report

Glen Road  
Mannamead  
Plymouth  
Devon  
PL3 5AP

Tel: 01752663626

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17 November 2020

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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

Seymour Court Nursing and Care Home provides care to older people who require residential support with nursing. The service is registered with us to provide care for people who may be living with dementia, a physical disability and/or a sensory impairment. The care home accommodates 34 people in one adapted building. There were 33 people living at the service when we inspected.

We found the following examples of good practice.

Systems were in place to help prevent people, staff and visitors from catching and spreading infection.

Visitors entering the service had their temperature taken and were asked questions about their health to identify any signs of infection. There was clear signage in place about personal protective equipment (PPE) and reminding people to wash their hands.

The provider and team understood and were meeting the required shielding and social distancing rules. For example, people were spaced out in communal areas and markers in corridors helped people, staff and visitors stay two metres away from each other when walking around the service.

There was sufficient PPE such as aprons, gloves and masks. Staff were wearing this appropriately when we visited. Staff had undertaken training in putting on and taking off PPE and other Covid-19 related training.

People and staff were monitored closely for any signs or symptoms of Covid-19. People and staff were regularly tested. Staff knew what action they would take in the event any of the test results came back positive COVID-19.

Staff supported people's social and emotional wellbeing. Staff ensured that essential family visits were safe. People were also supported to maintain contact with family members and friends via phone, video calling and socially distanced outdoor visits.

The service was clean and hygienic. All areas in the service were thoroughly cleaned each day which included additional cleaning procedures for frequently touched areas.

The registered manager had robust plans in place detailing how to safely manage an outbreak of COVID-19 in the service, including zoning of rooms and cohorting staff.

Robust policies, procedures and guidance was in place which the registered manager and staff team had successfully implemented at the service. Infection control audits and checks were carried out.

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Seymour Court Nursing and Care Home

## **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 conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 17 November 2020 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 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.