

Porthaven Care Homes No 2 Limited
Thirlestaine Park Care
Home

Inspection report

Humphris Place
Off Sandford Road
Cheltenham
Gloucestershire
GL53 7GA

Tel: 01242505560

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08 January 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

Thirlestaine Park Care Home provides nursing and personal care to 63 people. It provides care for older people, people with physical disabilities and people living with dementia. Care is provided across three floors. There is a range of communal areas where people could spend their time whilst socially distancing. The home also had its own gardens and outdoor spaces which people could enjoy. At the time of our visit 53 people were living at Thirlestaine Park Care Home.

We found the following examples of good practice.

- Visits to the home had currently been suspended for people's relatives, except for people at the end of their life. When relative visiting restarts the service have a visiting room set up in accordance with recognised safe visiting guidance. Alternative ways, including the use of technology, had supported people's ability to remain in contact with their relatives.
- The home had supported people to self-isolate where possible. People were being supported in their rooms. Personal Protective Equipment (PPE) stations were in place at people's rooms where required to support staff with appropriate barrier care.
- Admission to the home was completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test result and supported to self-isolate for up to 14 days following admission to reduce the risk of introducing infection.
- People's health and wellbeing was monitored. People were observed for symptoms of COVID-19 and other potential infections. Healthcare professionals had continued to provide clinical support to people as this was required. People were due to be vaccinated by healthcare professionals imminently.
- Action had been taken to reduce the risk of infection spreading which had included the correct use of personal protective equipment (PPE), isolation of people affected by COVID-19 and the cohorting of staff to reduce the spread of infection. The service only used agency staff who were familiar with the service and people's needs, which reduced the risk of COVID-19 entering the service.
- People and staff were tested in line with national guidance for care homes. Testing had helped the registered manager identify when full infection control measures needed to be implemented and when staff needed to self-isolate. Staff were being tested prior to every shift.
- As part of full infection control measures laundry and waste arrangements had been correctly implemented to reduce the spread of infection.
- Cleaning schedules had been enhanced and were followed by housekeeping staff and care staff. The service had adopted a specific cleaning technology which was actively used by all staff, on top of recognised

cleaning materials.

- The provider's policy for managing COVID-19 and related infection prevention and control procedures had been reviewed and kept up to date. COVID-19 guidance was also kept up to date for staff reference.
- Staff had received training and support in relation to infection control and COVID-19. The provider and staff had taken immediate action to manage an outbreak situation and they recorded the ongoing actions taken to support people and staff through an outbreak of COVID-19.
- The manager and deputy manager were implementing wellbeing meetings for staff to support them during the pandemic. Staff felt supported to ensure people's health needs were maintained.

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 was following safe and correct infection prevention and control procedures.

Inspected but not rated

Thirlestaine Park 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 8 January 2021 and was announced.

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.