

Cherry Garden Properties Limited

Castle House

Inspection report

Castle Street
Torrington
Devon
EX38 8EZ

Tel: 01805622233

Date of inspection visit:
22 January 2021

Date of publication:
19 May 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Castle house is a residential care home without nursing. It provides care and support for up to 25 people, mostly living with dementia. Communal areas are all on the ground floor with bedrooms on the ground and first floor.

We found the following examples of good practice.

The service had good clear signage at the entrance of the home explaining visiting arrangements, what to expect and a supply of personal protective equipment (PPE) for visitors to use.

Visitors were only permitted via prearrangement and were asked a health declaration and to take a lateral flow Covid test. Visitors were asked to wait in their car or entrance lobby for test results before being admitted.

Staff were ensuring people were being supported in their rooms as they had had some staff test positive. These staff were self-isolating, but as a precaution they were ensuring social distancing and isolating people in their rooms until whole home test results were back. Staff reported that this was a challenge due to people's dementia needs, but they had managed this well.

There was a plentiful supply of PPE.

Regular testing was occurring, and a dedicated member of additional staff had been rotated on to ensure this ran smoothly.

Staff were working hard to ensure people had regular comfort visits in the rooms to check they were ok and to spend time with them as needed.

The laundry area was being refurbished to make it easier to ensure infection control processes were being followed.

The service had developed policies and plans to ensure any outbreak was being managed within the national guidance.

Staff were due to have updated training from the local CCG specialist infection control team.

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.

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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 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.

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

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 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 have also signposted the provider to resources to develop their approach. This included ensuring staff were reminded to secure their surgical masks so they did not have to keep adjusting them or touching them.