

Torr Home

# Torr Home

## Inspection report

The Drive  
Plymouth  
Devon  
PL3 5SY

Tel: 01752771710  
Website: [www.torrhome.org.uk](http://www.torrhome.org.uk)

Date of inspection visit:  
04 February 2021

Date of publication:  
10 March 2021

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Torr Home provides care and support for older people. The service is registered to accommodate 60 older people and is separated into two services. Torr Home supports up to 43 people who have nursing or residential care needs and the Glentor Centre supports up to 17 people living with dementia. Both Torr Home and the Glentor Centre are run as two separate services and have separate staff teams.

We found the following examples of good practice.

We visited both Torr Home and the Glentor Unit during our visit. We found all areas in the service to be clean. There were appropriate procedures in place to ensure any infection control risks were minimised. High contact areas were cleaned regularly throughout each shift and cleaning procedures had been reviewed and updated.

The service had good stocks of Personal Protective Equipment (PPE) and had purchased additional equipment including higher specification masks, visors, scrubs, and arm and hair coverings for use in the Glentor Unit due to the current outbreak there.

The registered manager kept up to date with appropriate training in infection control. Staff were following up to date infection prevention and control guidance to help people to stay safe. The registered manager had arranged for all staff to receive training on the appropriate use of PPE and additional on-line infection control training had been made available to the staff team.

Cleaning and infection control policies and procedures had been updated in line with Covid-19 guidance to help protect people, visitors and staff from the risk of infection.

Glentor was currently closed to visitors due to a Covid outbreak. Torr Home visits were by appointment only with a Covid test and full PPE offered when appropriate, for example if someone was considered end of life care. In addition, WIFI internet was available throughout the service and staff regularly supported people to make video calls to friends and relatives.

People and staff were being regularly tested in accordance with current guidelines. Appropriate admission procedures had been developed and anyone moving into or returned to the service from hospital were tested and then cared for in isolation.

People in the Glentor Unit were isolating in their bedrooms due to the current outbreak. People in the main house, Torr Home, were able to access the service's communal areas if they wished but most people were choosing to spend most of their time in their rooms. People were complimentary of the service and the staff team their comments included, "They do look after me well, I have no complaints" and "They are all very nice and kind."

The registered manager communicated regularly with people, staff and relatives to make sure everyone understood the precautions being taken, and how to keep people safe. The registered manager ensured people living in the service, and staff, had access to additional support, including one-to-one meetings and contact by phone, to offer any emotional support needed.

## 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.

**Inspected but not rated**

# Torr 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.

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

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 (IPC) 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

The Glentor Unit, a separate dementia unit within the ground of Torr House, currently has a Covid outbreak.

This inspection took place on 4 February 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.