

Porthaven Care Homes No 3 Limited

# Upton Mill Care Home

## Inspection report

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30 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

Upton Mill Care Home is registered to provide accommodation and personal care to 64 older people and people living with dementia. 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, and both were looked at during this inspection.

At the time of our inspection eight people were living or receiving respite care at Upton Mill Care Home. The home had only started admitting people since August 2020. At present the home only has one floor of the home open. Upton Mill Care Home is a purpose built care home which has a range of facilities and communal spaces for people to use, including a gym, cinema as well as lounges and dining rooms.

We found the following examples of good practice at Upton Mill Care Home.

- The registered manager and provider ensured staff had access to appropriate personal protective equipment (PPE). There was appropriate PPE to care for people who were at risk or may have symptoms of COVID-19 and required support to self-isolate. PPE was readily available throughout the service, including outside rooms where people were self-isolating. Specific staff were allocated to people who were self-isolating, to reduce infection transmission risks between people.
- All of the staff solely worked at Upton Mill Care Home which helped reduce the risk of infection into the home. Staff had received infection control and prevention training and support during the pandemic. Senior staff had completed wellbeing training to enable them to support staff who may be anxious during the COVID-19 pandemic.
- The provider and registered manager ensured COVID-19 testing was carried out in accordance with best practice guidance. The service ensured appropriate action was taken in the event of a positive test result. Which included self-isolation and barrier nursing as required. During our review one person was being supported with barrier nursing in accordance with current best practice.
- People were supported with an activities programme tailored to their needs, which included support to interact with their loved ones remotely. People enjoyed exercise activities with lifestyle and wellbeing staff. The service had engaged with the community, leading to some socially distanced activities.
- The service had worked with people's relatives to ensure socially distanced visits could take place whilst protecting people who were vulnerable. The service was following recognised guidance in relation to safe visiting.
- The registered manager had implemented robust systems to ensure there was clear oversight in relation to infection prevention and control. The registered manager and deputy manager ensured staff adhered to

national guidance on PPE. There were comprehensive infection control audits and cleaning schedules in place to ensure the home remained clean and the risk of infection was reduced.

- The provider ensured there were weekly communications with the registered manager in relation to COVID-19. Information regarding COVID-19 and actions needed were shared with care staff.
- The home was kept clean and hygienic. The service had adopted a specific cleaning technology which was actively used by all staff, on top of recognised cleaning materials. The service was sharing their knowledge and experience of this cleaning product with other organisations.

## 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**

# Upton Mill 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.

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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes. While we focused on the care home as part of this review, the service was part of a wider community, which were also discussed as part of this review.

This inspection took place on 30 November 2020 and was announced. 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.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- We were assured that the provider and registered manager was preventing visitors from catching and spreading infections.
- We were assured that the provider and registered manager was meeting shielding and social distancing rules.
- We were assured that the provider and registered manager was admitting people safely to the service.
- We were assured that the provider and registered manager ensured staff were using PPE effectively and safely.
- We were assured that the provider and registered manager was accessing testing for people using the service and staff.
- We were assured that the provider and registered manager was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider and registered manager 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.