

# Barchester Healthcare Homes Limited

# West Abbey

## Inspection report

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17 January 2022

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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

West Abbey is a nursing home providing support to people living with dementia or other nursing needs across two floors in a purpose-built home. At the time of the inspection 65 people were living at the service.

We found the following examples of good practice.

West Abbey had systems and processes in place to mitigate the risks of spreading infection. Each person living at West Abbey had one essential care giver plus one other named visitor who were able to visit the person inside the home. Whilst this was not in line with government guidance which states: "every care home resident can nominate up to 3 visitors" The provider communicated a change to their guidance to come into effect from 24 January 2022 which does comply with current government guidance. Relatives we spoke to confirmed they had received this letter and were aware of the change in the providers policy.

Whilst at the time of our visit, people had one essential care giver plus only one other named visitor, West Abbey facilitated additional visitors and non-vaccinated visitors using a comfortable visiting suite. A warm and comfortable room fitted with a Perspex glass divider and an intercom system. West Abbey supported all visitors for people receiving end of life care.

Any person entering the care home including people living at the service, staff and visitors were required to be fully vaccinated unless medically exempt or visiting a person receiving end of life care. On 24 January, Barchester have updated their internal policy to fit in line with government guidance and will not require people visiting loved ones to be fully vaccinated.

Risk assessments had been completed to ensure risks of the spreading of infection were mitigated. Health, social care and other professionals including hairdressers and contractors entering the home were required to be fully vaccinated in line with current government guidance.

Visitors were asked to book in advance of their visit to allow the home to manage the numbers of people inside the home to ensure safe visiting practices could be maintained. Visitors were met at the door by staff who asked health questions, checked vaccination status and checked for a negative COVID-19 test before they were allowed inside the building. Visitors were provided with PPE, masks and hand sanitiser were in plentiful supply at the front door. Visitors were then guided to the visitor's bathroom to wash their hands before going on to visit their loved one or were guided to the visiting suite. We spoke with a few relatives who confirmed this.

People living at the service were able to undertake visits out of the care home. Risk assessments were completed and upon return into the care home the person completed lateral flow device tests for up to 10 days. People living at the service were used to seeing all staff and visitors wearing PPE including masks. Some people living at the service requested to wear masks themselves. On the day of our site visit, people were observed to be taken part in activities in small groups or in 1:1 session. People living at the service told

us they were able to see their loved one and we observed one visit being facilitated in the visiting suite.

To provide extra space for social distancing, West Abbey staggered mealtimes and separated large tables to reduce the amount of people sat in one space. This meant, instead of eight people sat around one table, the table was spilt to enable two to four people to sit around two tables and therefore reducing the risk of transmission.

West Abbey support an active activities programme for people using the service. Activities coordinated by the provider were carried out in smaller groups to allow for social distancing.

Risk assessments had been completed to ensure ease of isolation, cohorting and zoning in the event of an outbreak. People had been safely admitted into the service using pre-admission and risk assessments. People moving into the home were required to be fully vaccinated, show a negative COVID-19 test and took part in regular COVID-19 testing following their admission into the service. West Abbey had large quantities of Personal Protective Equipment (PPE) for visitor and staff use. PPE stock were kept in 4-tiered drawer storage stations outside each nurses' station. Additional stations were available should they be required to be placed outside a person's room if isolating.

All staff including agency staff, essential care givers, contractors and the hairdresser took part in regular whole home testing. This included three times a week lateral flow testing (LFD) and one Polymerase chain reaction (PCR) test a week. People living at the service tested every 28 days with a PCR.

The home was light, airy, uncluttered and visibly clean throughout. There were cleaning schedules in place that were regularly audited to ensure the premises were kept safe from the risk of infection from cross contamination.

Cleaning products were in line with government guidance and available throughout the home. Hand sanitiser dispensers were plentiful this ensured people always had a supply of sanitiser throughout the home.

Staff were up to date with infection, prevention and control training and had completed training in how to put on, remove and dispose of their PPE. Infection prevention and control and spot checks were completed by the manager to ensure staff were following IPC processes safely.

## 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.

**Inspected but not rated**

# West Abbey

## **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 visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 17 January 2022 and was unannounced.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

### 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.