

Castle Hill House Limited

Castle Hill House Care Home with Nursing

Inspection report

Castle Street
Bodmin
Cornwall
PL31 2DY

Tel: 0120873802
Website: www.castlehillhouse.net

Date of inspection visit:
25 January 2022

Date of publication:
10 February 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Castle Hill House is a care home with nursing which provides care and support for up to 43 predominantly older people. At the time of the inspection there were 32 people living at the service. Some of these people were living with dementia. The service is a detached house over two floors. The service had equipment and services in place to meet the needs of the client group.

We found the following examples of good practice.

The registered manager was communicating with people, staff and family members regularly to make sure everyone had an understanding of procedures and precautions being taken, and how to keep people safe. The registered manager worked with the nurses and care staff team to ensure infection prevention and control measures were followed.

Residents and staff had received the necessary level of COVID-19 vaccine in order to provide the maximum protection.

Additional measures had been put in place to increase cleaning schedules and regular cleaning of touch points around the service. Personal protective equipment (PPE) was available to all staff and visitors. Staff and people living at the service were regularly tested for COVID-19.

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. The registered manager kept up to date with appropriate training in infection control. The registered manager arranged training for staff to ensure they knew how to keep people safe during the COVID-19 pandemic and through a previous outbreak in the service.

Essential care givers and visits to people in receipt of end of life care were possible. The service had also created three access points to reduce risk. One for staff and visiting professionals, one for visitors into a designated entrance room and another for essential care givers. Two relatives told us they felt safe when visiting and followed the staff testing programme in order to have the flexibility to see their family members when they chose to.

Staffing levels were continuously reviewed in order to ensure there were safe levels of staff in all roles to support people safely.

We spoke with two family members who told us they were satisfied with the level of protection their relatives received living at Castle Hill House. They said, "Communication is very good," "Lovely staff, polite and helpful," "I think they are doing a really good job" and "There is always staff a round when I visit".

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 findings below.

Inspected but not rated

Castle Hill House Care Home with Nursing

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 25 January 2022 and was announced. We gave the service one days' notice of the inspection.

After the inspection we spoke with two relatives to gain their feedback on the service performance and visiting arrangements.

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.
- 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.