

CORMAC Solutions Limited

# Trefula House

## Inspection report

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23 March 2021

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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

Trefula is a care home that provides personal and nursing care for up to 44 people, all who are living with dementia, and/or have other mental health issues. At the time of the inspection 26 people lived at the service.

At our inspection on 11 January 2021 we had concerns about infection control procedures and practice. Handwashing facilities, signage, and procedures to screen visitors were not appropriate. Some staff were not wearing masks correctly. Covid 19 policies and procedures were not in place, and some staff told us they had not received appropriate training. At this inspection we found the necessary improvements had been made and the breach of regulations had been met.

We found the following examples of good practice.

There had been a recent outbreak of Covid-19 at the service. During this time people and their families had been kept informed about the measures the service had put in place to help keep people safe.

Staff were observed using the appropriate PPE and wearing masks correctly. The procedure for staff and visitors to enter the premises had been updated and was robust. Supplies of PPE and suitable handwashing and hand sanitising facilities were available at the entrance to the service and throughout the building. Appropriate waste bins were in place for the disposing of used PPE. There was ample signage on approach to the service and at the entrance explaining to visitors the infection control measures in place. There were also posters around the service to prompt and remind staff about the infection control procedures in place.

The design of the service meant zones could be created, where people who were Covid positive were cared for in designated areas, to prevent the risk of the virus spreading to others. During the outbreak there was a separate staff team dedicated to only working in the zone where people were Covid positive. In the Covid positive zone part of a lounge had been converted into a kitchen area to enable staff to make snacks and drinks for people without having to leave that part of the service. Main meals were brought to the door of the zone and served by the care staff. Disposable plates and cutlery were used to further reduce the risk of cross infection with people and staff in other parts of the service.

Staff used different entrances, depending on which zone they were working in. There were designated bathrooms close to the entrance of each zone for staff to wash and sanitise their hands and to put on and take off their PPE. Staff put on and took off their uniforms in the designated areas. This helped to reduce the risk of infection because staff did not enter areas of the service, where people lived, until appropriate infection control measures were in place and they did not need to move between zones.

All areas of the service were clean and uncluttered. There were appropriate procedures to ensure that infection control risks were reduced. For example, in shared lounges and dining rooms furniture had been re-arranged to create more space to enable people to social distance. Cleaning hours had been increased

and cleaning procedures had been reviewed and updated. High contact areas were cleaned regularly throughout each shift.

Staff had received suitable training and guidance regarding infection control, and how to respond to the Covid pandemic. There were regular observations of staff practice and spot checks to ensure all staff understood and were following the correct infection control procedures. During the inspection we observed staff demonstrating a good knowledge of effective infection control practice.

The service had appropriate policies and procedures in respect of Covid 19 and its implications on the running of the service. From our discussions and observations these had been effectively implemented.

Due to the recent outbreak the service was closed to visitors at the time of the inspection. However, staff helped people to stay in touch with family and friends through phone and video calls. Staff were in discussion with people and their families about resuming visiting in line with recent changes to government guidance.

Suitable testing routines had been arranged for staff and people who used the service. We were advised that both staff and people had been happy to participate in regular testing.

Although the service was currently closed to new admissions there were robust admission procedures in place. This included the service asking for evidence of a negative Covid-19 test results before people moved in, followed by a period of self-isolation.

Further information is in the detailed findings below.

## 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**

# Trefula House

## **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 previously inspected the service on 11 January 2021 and had concerns about infection control and prevention measures at this service. Also, 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 practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the infection control and prevention measures the provider has in place, and to check on the action taken following the last inspection.

This inspection took place on 23 March 2021 and was announced.

# Is the service safe?

## Our findings

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

At our last inspection the provider had failed to ensure satisfactory infection control procedures, and to always take suitable action to mitigate risks. This was a breach of Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- 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.