

BEN - Motor and Allied Trades Benevolent Fund Town Thorns Care Centre

Inspection report

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22 February 2022

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Town Thorns is a residential care home providing personal care for up to 66 people of all ages. At the time of our inspection visit there were 39 people at the home.

Town Thorns accommodates people in one building, divided into three separate units. Each unit had communal spaces such as lounge areas and dining areas. The home also had communal spaces in the centre of the building for everyone to share. There were garden spaces and visiting pods available for people and their families to use.

We found the following examples of good practice;

Visitors were welcomed to the home. Staff were observed to be approachable and caring. The home was clean and welcoming.

People received regular visits from their relatives and friends, in accordance with government guidance. There were designated entrances for visitors and families to enter the home safely. The provider had developed garden areas to encourage visitors to see their relatives in a safe environment where they could exercise social distancing. However, the provider also encouraged people to visit their relatives in their bedrooms and communal areas of the home whenever this was possible.

The provider was developing their service through an extensive re-furbishment programme. During the COVID-19 pandemic the provider kept families and people informed of developments at their service through regular letters, newsletters and telephone calls.

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

Town Thorns Care Centre

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 on 22 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider 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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.

Visiting in care homes

- People at Town Thorns were encouraged to have visitors. Visiting policies and procedures were in line with government guidance.
- The provider had built visiting pods and developed garden areas to encourage visitors to see their relatives in a safe environment where they could exercise social distancing. However, the provider also encouraged people to visit their relatives in their bedrooms and communal areas of the home whenever this was possible.
- The home was clean and welcoming. Staff were observed to be approachable and caring.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.