

Somerset Care Limited

Halcon House

Inspection report

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Date of inspection visit:
09 February 2022

Date of publication:
02 March 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Halcon House is a residential care home registered to provide personal care to 18 people at any time. The service specialises in providing long term and respite care to people with complex physical disabilities.

The home is a single storey building with level access to all areas. The building is able to accommodate 17 people in en-suite rooms and one person in a self-contained flat. At the time of the inspection there were 16 people at the home. Three of these people were staying for respite.

We found the following examples of good practice.

People were being supported by staff who had received training in infection prevention and control. Senior staff carried out observations to make sure staff were following safe practice.

People lived in a home which was kept clean and well maintained which helped to minimise the risks of infection.

People benefited from a provider who had systems to make sure people and staff had regular testing for COVID-19. This helped to keep people safe and enable people to continue to use the home for respite stays. One person who was staying for respite said they felt safe because of the testing.

The regular testing was also enabling people to continue with social activities outside the home. One person told us, "We all agreed to the testing regime to enable us to go out and about just like the staff do."

People were being supported by staff who were wearing Personal Protective Equipment (PPE) appropriately. Staff knew what to wear for different tasks and how to safely put on and take off their PPE. We observed that staff always wore face masks and people said staff who assisted them with personal care wore full PPE.

Throughout the pandemic people were able to safely stay in touch with friends and family. The home had followed government guidelines regarding care home visiting including building a wheelchair accessible visiting pod. The pod continued to be available for anyone who wished to use it. One person said "[Relatives' name] can come here or I can go to visit them."

People praised the staff at the home saying they worked in a way that helped them to feel safe. One person said, "I feel genuinely happy and safe here."

Staff felt well supported by the management and the provider. Staff said that the registered manager had kept them up to date with all changes in guidance and had been supportive throughout. Staff also told us they had felt valued by the management and the provider. One member of staff said, "There was a bonus at Christmas, but also small acts of appreciation which have meant a lot."

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

Halcon 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.

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 9 February 2022 and was announced. We gave the service a day's notice of the inspection.

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.
- People were able to have visitors in accordance with government guidance and were able to go out to socialise.

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.