

Somerset Care Limited

# Greenhill House

## Inspection report

Tweentown  
Cheddar  
Somerset  
BS27 3HY

Tel: 01934740500

Website: [www.somersetcare.co.uk](http://www.somersetcare.co.uk)

Date of inspection visit:  
25 January 2022

Date of publication:  
08 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

Greenhill House is a residential service registered to provide accommodation and personal care for up to 55 older people. The home specialises in the care of older people, including those living with dementia. At the time of the inspection there were 36 people living in the home. The service was provided in a purpose built site with spacious lounge dining area and secured gardens.

We found the following examples of good practice.

Safe arrangements were in place for peoples' relatives and professionals visiting the service. This included an electronic sign in system confirming the lack of COVID-19 symptoms, COVID-19 vaccination status and the temperature checked on arrival. The information was then shared with the management team by email and saved for audit trail purpose. Additionally a staff member was responsible for checking a confirmed negative lateral flow device test (LFD) and a recent negative polymerase chain reaction (PCR) test result. Visitors were encouraged to wear personal protective equipment (PPE) in line with government guidance and ensure hand sanitisation.

The provider had introduced two visitors pods offering these as a choice for people and their relatives as an alternative to meeting in people's bedrooms.

Policies and procedures relating to the management of risks associated with COVID-19 were up to date which enabled staff to keep people safe.

The provider had a policy in place to that ensured readiness in case of an outbreak. This included how zoning principles would be used to ensure people's safety as well as safe management of risks of cross infection.

Staff training was up to date and monitored by the registered manager. Staff were encouraged to refresh their knowledge regularly.

The service was clean and fresh. Staff carried out regular touch point surfaces cleaning. Regular infection control audits took place and action had been followed up when required.

Careful consideration had been given to protect the wellbeing of people who due to living with dementia might needed additional support.

Staff told us they felt supported and listened to by management.

## 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**

# Greenhill 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 25 January 2022 and was announced. We gave the service 24 hours' 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.

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.

Visiting in care homes.

The provider ensured people living at the home were able to see their relatives safely and in accordance with the current guidance. The provider introduced two visitors pods that could be used as an alternative to visiting people in their bedrooms. Where people needed to be visited in their bedroom, for example, where people received an end of life care the management team ensured appropriate risk assessments had been carried out.