

Future Care Limited

Nashley House Retirement Home

Inspection report

27 Montpelier
Weston Super Mare
Somerset
BS23 2RN

Website: www.nashleyhouse.com

Date of inspection visit:
03 November 2020

Date of publication:
25 November 2020

Ratings

Overall rating for this service

Good ●

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

We found the following examples of good practice.

The managers at the service had been proactive in identifying and introducing infection control measures in all areas of the service. Visitors to the service were admitted through a locked gate and taken through hand washing, sanitising and health questions on arrival at the service.

Professional visitors had a hand washing and sanitising station outside the front door which they used before entry. All visitors were required to wear personal protective equipment (PPE) in line with public Health England (PHE) guidance.

All deliveries to the service were disinfected prior to acceptance into the service and underwent a further 72 hour quarantine period. The machine used to disinfect deliveries was also used to clean communal areas and communal soft furnishings.

The service had been proactive in arranging socially distanced visits. During the summer a marquee was in the garden. The service had recently organised a visitors 'pod' to enable safe visits. The pod was heated, could be easily cleaned, and had intercom access to the dining room. People could see their visitors through the window and the microphone was designed to support people who had compromised hearing. The registered manager told us they had received positive feedback from both people who lived at the service and relatives.

Two bedrooms had been designated as 'isolation' for people admitted to the service. People were supported by one assigned member of staff per shift to reduce any potential risk to other people. Following a fourteen day isolation period people moved into the main house. If necessary people could also isolate within their bedrooms and procedures were in place should this be needed. There were arrangements in place for visits for anyone approaching the end of their life.

The managers had contingency plans in place should areas of the service need to be separated off in the event of an outbreak. There were contingency plans for staffing. One member of staff had lived temporarily in a caravan within the grounds at the beginning of the pandemic in order to minimise the risk of their contracting and passing on infection.

All areas we saw were clean and fresh smelling. There was a cleaning rota, including regular deep cleaning, in place. Furniture had been moved apart to enable some distancing but the managers told us they were mindful that primarily it was people's home. People were supported to clean their hands regularly and before entering the dining room.

Staff told us morale was good and they said they worked well together as a team. The managers told us they placed high importance on staff well-being and had put measures in place to support this.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

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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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 03 November 2020 and was announced.

Is the service safe?

Our findings

S5□ 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.