

The Elms Residential Home (Yeovil) Limited

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Inspection report

Yeovil Marsh
Yeovil
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05 November 2020

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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.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

On arrival both staff and visitors had their temperature checked and recorded, followed by hand sanitisation. Everybody entering the service was required to wear a mask.

The service had visiting? arrangements in place during the summer, however, the weather was now too cold for these to go ahead. The provider was undertaking the adaption of one of the communal rooms to enable socially distanced visits. The room identified had a separate entrance, was easily cleaned and there were plans to start using it on 16 November 2020 provided all tests of staff and people living at the service were negative for Covid-19.

Staff at the service had introduced a range of measures to support people's well-being and maintain contact with families. The service had a Facebook page, regularly updated, which enable families to see what was happening in the service such as activities and birthday celebrations. People at the service regularly had the option to go for a walk. People were supported to speak with family by video and telephone calls. The service had introduced innovative technology; people were able to use a virtual reality headset to experience a range of walks and scenery. The registered manager told us some people loved it but others were not keen; people were supported by activities staff when using the headset.

The service had suitable arrangements in place for new admissions. People were tested before admission and remained isolated in their room for two weeks with additional staff support. The provider had an up to date Covid-19 contingency plan, risk assessment and policy in place. People's care records had been updated where needed. There were risk assessments in place for staff at higher risk if they caught Covid-19.

Staff and the registered manager told us they had sufficient stocks of personal protective equipment (PPE). Staff had received training in the putting on and taking off of PPE; the registered manager carried out checks of competency.

The registered manager told us people were able to understand that staff needed to wear PPE and were regularly reminded about Covid-19. If needed staff used flash cards and objects of reference to support communication with people. People were supported to wear masks when attending external health appointments.

Staff at the service were tested weekly and people living at the service monthly. If staff needed to isolate or tested positive they were immediately put on leave on full pay. The service was clean and fresh throughout. Additional cleaning such as increased cleaning of frequently touched surfaces had been introduced.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at part of this key question.

Inspected but not rated

The Elms Residential Home

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 05 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.