

Westcare (Somerset) Ltd

Beech Tree House Residential Home

Inspection report

High Street
Keinton Mandeville
Somerton
Somerset
TA11 6DZ

Tel: 01458223369

Date of inspection visit:
08 March 2021

Date of publication:
21 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Beech Tree House Residential Care Home is registered to provide care and accommodation for up to 16 older people. At this inspection there were 14 people living in the home. The provider specialises in providing care and support for older people living with dementia. The home has two floors with communal spaces such as lounges and a dining room on the ground floor. There is a garden for people to spend time outside. At this inspection everyone had their own bedroom, most bedrooms had handwashing facilities and a toilet, three rooms had handwashing facilities only and people shared communal bathrooms.

We found the following examples of good practice.

Following a small outbreak in January 2021, all residents and staff had tested negative for Coronavirus (COVID-19) at the time of this inspection.

When staff came on shift, they were expected to record their temperatures, gel their hands and put on their personal protective equipment, (PPE) before entering the building. Staff entered through the back door but then walked through the building to change their clothes. We discussed this with the provider who said staff could use the laundry room to get changed which was next to the back door. This was implemented immediately to further reduce the risk of cross infection. A staff member told us, "We had string bags made for us, we put our clothes in their then into a black sack".

Staff had received basic training in infection control as part of their induction, including how to safely put on and take off PPE such as gloves, aprons, and face coverings. The registered manager told us; "Staff also completed a workbook that was specifically related to infection control." Records showed not all staff were to date with these workbooks. We discussed this with the provider who assured us this would be rectified.

When changing their PPE between rooms, staff removed it outside the persons room, placed it in a bag and took it to the clinical waste bin at the front of the building then put on fresh PPE. We discussed this with the provider who agreed to place foot operated waste bins in each bedroom for staff to remove their PPE prior to leaving the room. This will further reduce the risk cross contamination.

During the recent lockdown the provider had stopped all visitors coming into the home. One staff member told us, "We support people to have video calls and phone calls to keep in touch". The provider was aware of the recent change in guidance and has implemented a "nominated person" approach, where one visitor can now visit their relative in the home. They will be required to book their visit and follow infection control procedures. The provider has a visitor's pod for all other visitors and will resume garden visits in line with government guidance.

The home was split into two floors. The registered manager told us they could not implement zoning as the corridors were not closed off but if people did test positive, they would be required to isolate in their room. The registered manager said they had support from Public Health England and the local commissioning

team when they did have an outbreak in the home.

The provider was not admitting people to the home currently even though they had one vacancy. The registered manager told us, no one would be admitted without a negative test first and their belongings would go into isolation for 72 hours prior to the person moving in, the providers admissions policy confirmed this was the correct process for the home.

The registered manager ensured regular testing was carried out, weekly for staff and monthly for people living in the home, this was in line with COVID-19 testing guidance. The registered manager told us, and records confirmed, they gained consent from relatives for people who were not able to consent to testing, but this information was not recorded in line with the Mental Capacity Act. We discussed this with the provider who assured us they would review this and ensure all care records are updated.

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

Beech Tree House 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 looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 8 March 2021 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.

We have also signposted the provider to resources to develop their approach.