

Classic Care Homes (Devon) Limited

Pottles Court

Inspection report

Days Pottles Lane
Exminster
Devon
EX6 8DG

Tel: 01392833101

Date of inspection visit:
23 February 2021

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13 May 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Pottles Court is a residential care home providing personal care for up to 17 older people, some of whom are living with dementia. Nursing care is not provided at the home. This is provided by the community nursing service. At the time of the inspection, there were 12 people living at the home.

We found the following examples of good practice.

The premises were clean and work was taking place to update decor in communal areas. Cleaning schedules were in place and the provider ensured practices changed in line with new guidance. Hand sanitiser was readily available, and staff were wearing personal protective equipment (PPE) appropriately.

The provider and registered manager explained what steps were undertaken before people were admitted to the home, and how risk assessments were completed.

Staff had received training and support to work safely in a pandemic, such as COVID-19. Weekly briefings took place to update the staff team, and there was a focus on the well-being and mental health of the staff group following an outbreak at the home.

The provider and staff continued to ensure families were kept up to date on their relative's well-being and on the running of the home through letters and social media. They recognised the importance of providing reassurance for families and retaining their confidence in the quality of care at the home.

There was a clear procedure for staff to follow when arriving and leaving. For example, staff donned and doffed their uniform and put on their personal protective equipment (PPE) in a separate outside space before entering the main building.

A pod had been bought and placed in the courtyard to enable visiting to take place outside of the home.

Staff recognised the importance of maintaining people's well-being, by meeting their social needs, to ensure they did not feel isolated.

Staff accessed regular testing. People who used the service were also supported to access regular testing and had been offered the vaccine.

Staff had completed infection control and prevention (IPC) training. The registered manager and the providers worked closely with the care team. This enabled them to observe staff to ensure they followed good practice infection control guidelines.

Infection control policies incorporated new guidance and checklists to inform staff how to manage COVID-19. There were strong connections with local resources, such as the Provider Engagement Network, to

ensure knowledge and practice was up to date.

The provider and registered manager said the service was well supported by the local primary healthcare team, as well as the local authority and national agencies.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Inspected but not rated

Pottles Court

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 23 February 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 continue to develop their approach.