

Devon County Council

New Treetops

Inspection report

Nichols Way
Exeter
Devon
EX1 2AG

Tel: 01392251726
Website: www.devon.gov.uk

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21 January 2021

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

New Treetops is a residential care home providing accommodation for people who require nursing or personal care. It is registered to provide care for up to six people. During the pandemic the service is providing care for older people requiring rehabilitation as a step down from hospital before going home. Four people were receiving care at the time of inspection.

We found the following examples of good practice.

- The premises were clean and well maintained. Additional cleaning schedules had been introduced since the beginning of the coronavirus pandemic. Care staff were managing the cleaning effectively ensuring each room, en-suite and equipment were clean and implementing a regular deep clean programme. High touch areas such as door handles, technical equipment and light switches were cleaned throughout the day. There was guidance for the use of shared en-suites ('Jack and Jill' bathrooms). Hand sanitiser was readily available throughout the premises.
- There were trolleys stocked with personal protective equipment (PPE) stationed around the home and each person had their own clinical waste bin to support the safe disposal of PPE worn by staff. Laundry was washed separately using drawstring, washable bags at a hot wash.
- There was a clear procedure for staff to follow when arriving and leaving. For example, staff recorded their temperatures as soon as they came into the building. They donned and doffed their uniform in a separate changing room and did not wear their uniform outside the service.
- Staff accessed weekly testing. People who used the service were also supported to access regular testing. Any visitors to the service (including maintenance/deliveries and health professionals if needed) followed clear procedures in a separate area to enable rapid testing and screening.
- Staff supported people to remain in contact with their families in line with government guidance. When visiting was able to happen, there was a separate visitor's area with a screen and separate entrance. There was lots of staff engagement with people to ensure they did not feel isolated.
- All staff had received recent training in infection control and prevention (IPC) and were seen to be following correct IPC practices at all times, including social distancing. Outside catering and deliveries were disinfected. Pressure sensors, staff support and distraction techniques were used to ensure people were supported to maintain social distancing as much as possible when living with dementia. There was laminated guidance visible to remind staff.
- The assistant manager was visible and supported staff on the floor. They promoted a positive support network ensuring staff felt valued and cared for. Staff were also supported by the registered manager who was currently only working at another service to minimise cross-working between the sites. All current policy government updates were shared with staff and family members.
- The assistant manager sought support and advice from external agencies and was open to all advice and guidance offered. There was a contingency plan informing staff how to manage Covid-19 and a robust admission policy.

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

New Treetops

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 21 January 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.