

Marsden Healthcare Limited

# The Turrets Residential Care Home

## Inspection report

7-9 Glebe Road  
St George  
Bristol  
BS5 8JJ

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18 February 2022

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

The Turrets Residential Care Home is a care home providing accommodation for persons who require nursing or personal care for up to 19 people. At the time of our inspection there were 19 people living at the home.

We found the following examples of good practice.

People we spoke with told us, "I feel safe. I am not frightened" and "I stay in my room at the moment by choice due to the outbreak. I feel safe in here" and "When I am able to go out, I wear a mask in public to try and keep us all safe". The staff that were spoke with told us, "Yes I am ok. We just have to pull together like we are doing and support each other" and "We have a good team and support each other. I do feel supported".

Staff followed safe infection prevention and control procedures, including the safe wearing and disposal of personal protective equipment (PPE). The home had a good level of cleanliness and was hygienic throughout. Domestic and care staff were following an enhanced cleaning schedule and there was good ventilation. The atmosphere of the home was cheerful and calm. We observed staff were attending to people's needs throughout our visit.

There was a clear process for visitors. Visitors were required to wash their hands as they entered and left the home. Visitors were required to have their temperature taken and were asked if they had any symptoms. A Covid risk assessment was completed. They were asked to wear PPE which included a face mask.

Visitors were required to sign in and they had to show a negative lateral flow test. The vaccination status was checked for health and social care professionals and contractors. This was in line with legislation that had come into effect in November 2021.

People were supported to see friends and family in accordance with government guidance. At the time of the inspection the home was closed due to a Covid outbreak. Five people were isolating in their rooms. People were supported to maintain contact with relatives by the telephone and video call. The home used a social media messaging system which people could access. Some people had their own mobile phones and tablets.

The registered manager told us people's significant others had been asked if they wanted to become the essential carer giver for their relative. This meant they will still able to visit during an outbreak at the home. In order to become an essential care giver, set procedures were to be followed. This included participating in regular testing for Covid.

Lounge chairs were distanced from each other. The middle seats on lounge sofas had been taped up so people were not able to sit close to each other. These social distancing measures were in place to help

protect people.

Staff had received training in COVID-19, and infection prevention and control. Information and ongoing government guidance in the management of COVID-19 was shared with staff.

Admission to the home was completed in line with COVID-19 guidance. People were only admitted following a negative COVID-19 test result and supported to self-isolate in line with current guidance to reduce the risk of introducing infection. People's health and well-being was carefully monitored during this time. A regular programme of testing for COVID-19 was in place for staff and people living in the home. This meant swift action could be taken when any positive results were received.

The registered manager told us they were not experiencing any workforce pressures and that staffing was manageable. The home was advertising for support staff. We were told the staff team picked up extra hours as overtime, but this was monitored to ensure staff were not over worked. The registered manager and deputy worked flexibly to ensure shifts were covered.

## 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**

# The Turrets Residential Care 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.

This was a targeted inspection looking at the infection prevention and control measures the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 18 February 2022 and was announced.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

### Visiting in care homes

The provider was following guidance in relation to visiting at the home. At the time of the inspection the home was closed to visitors due to an outbreak of Covid. People's relatives and significant others had been given the option to become an essential care giver.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.