

Ashdown Care Limited

# Culm Valley Care Centre

## Inspection report

Gravel Walk  
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12 January 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

Culm Valley Care Centre is registered to provide accommodation for 63 people who require nursing and personal care. There were 50 people living at the service on the day we visited.

Culm Valley Care Centre is a service in a detached building over three floors in the centre of the market town, Cullompton in East Devon. The home is in walking distance of the town centre and local amenities. Since the last inspection the provider has had a large extension with an additional seven bedrooms and an additional communal lounge.

We found the following examples of good practice.

People were supported by staff trained and in line with government COVID-19 guidance. They had completed Infection control and Covid training. The registered manager confirmed they had regular updates and kept staff well informed.

Hand sanitiser and personal protective equipment (PPE) were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands, regular use of hand sanitisers and appropriate social distancing. Staff were observed wearing PPE in line with government guidance throughout our visit.

There had been several small Covid-19 outbreaks at the home during the pandemic. Relatives told us that they were kept informed about any Covid-19 outbreaks at the home. One relative said, "I am informed of any outbreak at the care home. A member of staff rings me, and this is followed up by a letter with any visiting restrictions. As soon as an outbreak ends, I am also informed of this by letter."

During Covid-19 outbreaks, the provider had needed to follow government guidance to restrict visiting at these times. They had ensured essential care givers had been able to visit and relatives of people receiving end of life care. Relatives gave us mixed feedback about being able to visit the home easily and others felt the provider was doing all they could to facilitate visits. Comments included, "Yes I have been able to keep in contact with my mum throughout the pandemic. She is more responsive to having a face to face visit so as an essential carer I find I can usually visit weekly. This can vary as the care home restricts the number of visitors at any one time and any visits have to be pre booked". Another said, "The safe visiting of residents by family and friends has continued throughout in some shape or form, ranging from pod visits, to window, and virtual on line, and I know at times they have had to face some difficult and unfair questioning by some, having to justify their actions."

On the day of our visit, the registered manager had been told by the local authority tactical team they could resume some visiting using a pod at the home. There was a visiting pod that had been created in the entrance hall of the home so that visitors did not have to enter the home itself. The registered manager said they had contacted relatives to advise them to schedule visits quickly in case of another outbreak

happening at the home. Relatives visiting the home were required to complete COVID-19 testing, have their temperature taken and complete a questionnaire.

The service actively engaged with a programme of regular testing according to government guidance.

The provider had ensured that staff met vaccination requirements. They had a system to ensure visiting professionals entering the home had been vaccinated.

There was a clear procedure in place, in line with national guidance, to ensure people were admitted to the service safely.

Cleaning schedules had been put in place to ensure high touch surfaces were cleaned regularly. The infection control policy was up to date and audits were in place to monitor IPC at the home.

## 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**

# Culm Valley Care Centre

## **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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 12 January 2022 and was unannounced.

# 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.
- The provider was facilitating visits for people living in the home in accordance with the current guidance.

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.