

Somerset Care Limited

Croft House

Inspection report

Bridge Street
Williton
Somerset
TA4 4NR

Tel: 01984632536
Website: www.somersetcare.co.uk

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01 February 2022

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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

Croft House is a care home registered to provide accommodation and personal care to up to 67 people. The home specialises in the care of older people including people living with dementia. At the time of the inspection there were 59 people living at the home.

We found the following examples of good practice.

People benefited from living in a home where staff supported them to stay in touch with friends and family in a variety of ways. This included ensuring people had essential carers where appropriate, visitors being able to see people in their private rooms or using a safe visiting pod if they preferred.

People were able to use technology to stay in touch and continue to be included in family events. One person told us how staff had supported them to be able to be part of an important event through live streaming on a laptop. The person told us how much this had meant to them. They told us, "I will never forget what they did to support me that day."

The registered manager was encouraging people to get back to a safe, but more normal, life following the restrictions imposed through the pandemic. There was a new activity programme which included safe trips out and visiting entertainers. On the day of the inspection we saw one person was being visited by a church representative. One person told us they were enjoying going out with their relative.

People lived in an environment that was kept clean and well maintained which helped to minimise the risks of infection.

People were being cared for by staff who were wearing Personal Protective Equipment (PPE) appropriately. Staff knew what to wear for different tasks and how to safely put on and take off their PPE.

Staff and people were taking part in a regular testing programme in accordance with up to date Government guidelines. This helped to make sure that any COVID-19 infections were identified promptly, and action could be taken to minimise risks to others.

People praised the staff and management of the home. One person told us, "Staff here are excellent and have kept me safe through the virus." Another person said, "The staff and managers here are wonderful, patient and kind. They wear their masks all the time to protect us all."

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

Croft House

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 1 February and was announced. We gave the service 24 hours' notice of the inspection.

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 following government guidance to ensure people were able to have visitors and keep in touch with friends and family.

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.