

Barchester Healthcare Homes Limited

Threshfield Court

Inspection report

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20 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

Threshfield Court is a residential care home providing personal and nursing care to 54 people aged 65 and over at the time of the inspection. The care home can accommodate up to 57 people across three separate floors. Each floor has separate adapted facilities and communal spaces. Two of the floors specialise in providing care to people living with dementia.

We found the following examples of good practice.

The home offered a range of virtual activities to people when they were unable to leave the home due to an outbreak.

The home had well established testing regimes in place. There was a designated area to safely carry out testing. Visitors to the home were assisted with testing when needed.

The home was clean and well maintained.

There was a purpose-built visiting pod in place that was used when visits into the home were restricted.

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

Threshfield 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.

We received information of concern about visiting arrangements at this service. 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 20 January 2022 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.

Visiting in care homes

- The providers policy in place at the time of the inspection was not in line with government guidance. The policy stated that essential care givers needed to provide evidence that they were double vaccinated and had received their booster in order to allow visits inside the home. The provider has since reviewed their policy and are now following government guidance on visiting in care homes.
- Throughout the pandemic the home had facilitated end of life visits in line with government guidance.
- The registered manager at the home had taken a person-centred approach to visiting. Risk assessments were in place for essential care givers if they were not double vaccinated, and visits allowed to take place. The registered manager had been flexible in their approach to visiting and understood the importance of visitors to people's well-being.
- At the time of our inspection the home was experiencing a COVID-19 outbreak, the government guidance for managing an outbreak was followed.

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.