

Somerset Care Limited

Lavender Court

Inspection report

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Date of inspection visit:
12 August 2020

Date of publication:
02 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Lavender Court provides accommodation, nursing and personal care for up to 85 people. The home specialises in the care of older people, including people living with dementia. At the time of the inspection there were 80 people living at the home.

We found the following examples of good practice.

Staff had received training and were following up to date guidance in infection prevention and control, to minimise risks to people.

There were systems in place to carry out checks on everyone who visited. This included making space available for visitors to put on and take off the appropriate personal protective equipment (PPE).

Staff assisted people to keep in touch with family and friends through phone and video calls. Visitors could also book appointments to visit people in a safe way. One visitor commented how good communication had been throughout this difficult time.

Furniture in communal areas had been re-arranged to enable people to socialise and take part in activities in a socially distanced way.

Staff felt well supported by the registered manager and the provider. Staff said the registered manager kept them all up to date with guidance which helped them to feel safe and reassured. The registered manager told us how proud they were of the staff team and their commitment to doing "The right thing to keep people safe."

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Infection prevention and control practices helped to keep people safe.

Inspected but not rated

Lavender 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 12 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.