

The Salvation Army Social Work Trust

Dewdown House

Inspection report

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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

Dewdown House is a care home that provides accommodation with personal care, over three floors for up to 40 people. At the time of this targeted inspection 31 people were living in the home, and three people were in hospital.

We found the following examples of good practice.

- The care home was in 'lockdown' due to the significant outbreak of Covid-19 in the home. Health professional visits were undertaken only when telephone or video calls were not sufficient, and end of life visits from relatives were permitted, with safety protocols in place. Staff greeted visitors at the entrance to the home and explained the safety procedures in place. Visitors had their temperature checked on arrival and were provided with personal protective equipment (PPE) that included gloves, aprons and facemasks.
- People had been supported to maintain contact with their loved ones, through video and phone calls. People were being isolated in their rooms at the time of our inspection. Ancillary staff, such as catering, housekeeping and laundry staff were not going into people's rooms during this time. This was to reduce the contact between people using the service and staff to a minimum.
- The registered manager recognised the potential detrimental physical and emotional effects on people from being isolated. Some people were becoming less mobile and it had been noted that some people's food and fluid intake had reduced. The registered manager and staff team were providing additional support with nutrition, with the offer of additional snacks and smoothie drinks. People were encouraged to exercise and move around in their bedrooms. Additional televisions had been purchased to provide entertainment for people. Staff encouraged people to do puzzles and other games that they could complete on their own in their rooms. One person enjoyed using a voice command electronic device to listen to their favourite music and sounds.
- Regular testing for Covid-19 was being undertaken. Staff were tested weekly, and people using the service were tested monthly. For people who used the service that had a positive Covid-19 test, re-testing was planned to be undertaken 90 days after their positive diagnosis. This was in line with national guidance.
- Dewdown House had policies, procedures and contingency plans in place. Staff had received training and regular updates. A Covid-19 file with updated information, was available for staff to read. The registered manager told us they completed daily 'spot checks' to make sure staff understood and complied with the safe use of PPE and followed safe infection prevention and control practices.
- There was regular communication and weekly video conference meetings with the registered manager, and a team of health professionals, chaired by the local authority consultant in health protection. The minutes from the most recent meeting noted the registered manager was 'doing a good job of managing the outbreak'. The registered manager told us they were well supported by the team of health professionals,

including their local GP, who completed fortnightly video calls.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe

Inspected but not rated

Dewdown 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 5 November 2020 and was announced.

Is the service safe?

Our findings

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 fully understood the principles of how to admit 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 managed.
- We were assured that the provider's infection prevention and control policy was up to date.

We have also signposted the provider to resources to develop their approach.