

# Chosen Care Limited

# Yew Tree House

## Inspection report

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Date of inspection visit:  
11 February 2022

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Yew Tree House is a residential care home for up to nine adults with complex needs including learning and physical disabilities and mental health needs. The service is provided in adapted building in a residential area in a small rural village.

We found the following examples of good practice.

A variety of safe visiting options were offered and thorough checks were completed before visitors entered the service. An individual risk assessment had been used to support one person to visit their family home.

People were supported to maintain social distancing through effective use of communal, personal and community spaces. People had been supported to restart activities in the community safely, in-line with any lockdown restrictions, their individual risks and support needs.

There had been no vacancies at the service during the pandemic. Staff followed national guidance to ensure people returned from hospital and home visits safely.

Staff wore facemasks correctly and consistently during our visit. The registered manager told us about checks in place to ensure staff maintained high standards in use of PPE.

Testing was carried out in-line with national guidance. People's capacity to consent to testing had been assessed and best interests decisions made.

Portable PPE stations were set up throughout the service. A deep cleaning and surface cleaning programme was followed daily.

The service had responded effectively to manage and limit outbreaks. This included use of zoning and cohorting to reduce risk of transmission of infection and working closely with external professionals to keep people safe. Staff were supported to isolate on full-pay when a risk was identified.

Management plans, policies and procedures reflected best practice. The registered manager kept staff and relatives informed of changes to national requirements.

## 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**

# Yew Tree 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 11 February 2022 and was announced. We gave the service 48 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

- People's relatives were asked if they wanted to be 'essential care givers', in line with national guidance, but all were happy with the existing visiting arrangements in the service. Visits took place in a spacious outdoor office (visiting pod) rented by the provider, or within the service when possible. The pod had a large table where people sat to enjoy activities with their relatives. The registered manager told us this had a positive impact on people's relationships with their families. Window and garden visits and video calls were also supported.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

