

Twelve Trees Limited

# Twelve Trees Residential Care Home

## Inspection report

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Date of inspection visit:  
11 February 2021

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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

Twelve Trees care home provides care and support for up to 34 older people, some of whom are living with dementia. There were 34 people living at the service when we visited.

We found the following examples of good practice.

The service had signage displayed on all external doors to alert visitors to restrictions on entering the building and the infection control measures they would need to take.

Staff had completed training in infection control, COVID-19 and donning and doffing personal protective equipment (PPE). The service had an adequate supply of PPE to meet current and future demand. Staff were using and disposing of PPE correctly.

The home had arrangements in place to test both people and staff for COVID-19, in line with the current guidelines on testing. People and most staff had received a first dose of the vaccine.

The registered manager was open and pro-active in sharing information with friends and family, so they understood decisions around visiting and restrictions.

People were supported to maintain links with friends and family via telephone and video calls. Links with families were maintained through regular communication and relatives' meetings held online which allowed many relatives including families in other countries to take part.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Inspected but not rated.

Further details in our safe findings below.

**Inspected but not rated**

# Twelve Trees Residential Care Home

## **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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 11 February 2021 and was announced.

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