

## Shallcott Hall Residential Home

# Shallcott Hall Residential Home

### Inspection report

1 Ellenborough Crescent  
Weston Super Mare  
Somerset  
BS23 1XL

Tel: 01934620611

Date of inspection visit:  
25 March 2021

Date of publication:  
07 April 2021

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Shallcott Hall is a care home registered to provide accommodation and personal care for up to nine people with a mental health illness. At the time of this inspection five people were living there.

We found the following examples of good practice:

People were being supported to comply with social distancing and the wearing of a face coverings when out in the community. People were also being supported to maintain contact with friends and family. Garden visits, doorstep visits and telephone calls were arranged for those people who wanted contact with others. In-house visiting was now permitted but had not been requested so far. These visits had to be pre-booked and any visitors had to have a negative lateral flow COVID-19 test (LFT) before entering the home and were offered hand sanitising gel and a face mask. Those families and friends who were unable to visit were kept informed how things were at Shallcott Hall and of visiting arrangements.

No new people had been admitted since the start of the pandemic however there were three planned admissions the following week. These three people were already isolating and being looked after by a cohort of staff. They will be subject to COVID-19 testing before admission. If any person was admitted to hospital, they would not be able to return to Shallcott Hall without a negative test result. The person would then be isolated in their bedroom for 14-days.

Peoples' health care needs continued to be met. People were supported to attend their local health care services as part of their treatment plans and were reminded to take a face covering with them. Each person and the staff team had received their first dose of the COVID-19 vaccination at the beginning of January 2021 and were awaiting the date of the second.

A weekly COVID-19 testing programme was in place for the staff team and people were tested every month. Additional tests would be performed if anyone was unwell or presented with COVID-19 symptoms.

Staffing arrangements were such that they were lone workers. In between shifts staff maintained social distance during handover report. People generally did not spend time with each other, and the communal living rooms were only used by two or three people. The staff always wore a face mask on duty. In the event they needed to help a person with personal care they wore a plastic apron and gloves.

The home had two communal rooms on the ground floor and shared bathrooms on each of the three floors. All bedrooms were for single occupancy and had a wash hand basin in the room. People had access to outdoors space, either in the large back garden or the park opposite. Should there be an outbreak of COVID-19 infection, people would be isolated in their bedroom. The service had plentiful supplies of PPE.

The staff team were responsible for maintaining the cleanliness of all areas of the home. The home was clean and tidy and extra touch-point cleaning tasks had been added to the daily task lists.

Infection prevention and control (IPC) training had been refreshed since the start of the pandemic and included the correct procedures for putting on and taking off PPE, hand hygiene and testing (LFT) training. The deputy had attended several virtual training sessions (called webinars) and cascaded information to the rest of the staff team.

Infection prevention and control policies had been reviewed and reflected current COVID-19 guidance. The deputy manager had contacted Public Health England for specific advice regarding cohorting and isolation when this was required and was also in weekly contact with the local authority.

## 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**

# Shallcott Hall Residential 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 was 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 prevention and control measures the provider has in place.

The inspection took place on 25th March 2021 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 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.