

Kingfisher Healthcare Limited

Somerset House

Inspection report

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Date of inspection visit:
26 January 2022

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21 February 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Somerset House is a residential service registered to provide accommodation and personal care for up to 25 people. The home specialises in the care of older people. At the time of the inspection, there were 20 people living at the home.

We found the following examples of good practice:

- The provider ensured people were supported to see their relatives safely and in line with the government guidance. The provider introduced a designated visitors' room that was divided by a screen and had a separate entrance for visitors.
- All staff had received training and followed correct infection control and were observed using appropriate personal protective equipment (PPE).
- There were safe arrangements in place for both professionals and relatives visiting the service, including a confirmed negative result of a lateral flow device test (LFD) and the requirement to show a COVID-19 vaccination pass. Visitors were reminded about the requirement to wear the required PPE and ensuring hand hygiene and sanitisation.
- The service was clean and fresh, the staff carried out a number of additional tasks which included additional cleaning of any regular touchpoint surfaces.
- The provider facilitated an additional site, adjacent to the main home that was used for staff COVID-19 testing and as a staff changing area. The provider adhered to the regular testing regime for both, the staff and people living at the service.

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

Somerset 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 26 January 2022 and we gave the service 1 days' notice.

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

The provider ensured people living at the home were able to see their relatives safely and in accordance with the current guidance. The provider introduced a designated visiting room as an alternative to visits in people's bedrooms.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.