

Treetops Care Limited

Treetops Residential Home

Inspection report

3 Lower Northdown Avenue
Margate
Kent
CT9 2NJ

Tel: 01843220826

Date of inspection visit:
10 February 2022

Date of publication:
02 March 2022

Ratings

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

Summary of findings

Overall summary

Treetops Residential Home is a residential care home providing personal care to 22 older people at the time of the inspection. Treetops Residential Home accommodates up to 24 people in one adapted building.

We found the following examples of good practice.

Staff are following the latest visiting guidance and people are able to receive visitors without restrictions. People are being supported to safely go out and about with their family, friends and staff.

Checks are completed on all visitors to the home to ensure they have a negative Covid-19 test result and where required have been vaccinated against Covid-19.

People and staff are following the current Covid-19 testing programme to quickly identify any infections.

The layout of the building has been designed to support people to socially distance while continuing to spend time with each other and staff. The risks of people being isolated and been assessed and action had been taken to reduce them.

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

Treetops 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 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 10 February 2022 and was unannounced.

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's visiting policy followed current government guidance. People received visitors when they wanted in their bedroom or communal areas. Visitors were encouraged to tell the staff when they would arrive to support Covid-19 testing and plan social distancing.

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.