

Somerset Care Limited

Portcullis House

Inspection report

The Embankment
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18 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

Portcullis House provides accommodation for a maximum of 44 older adults. The home is a purpose-built, single-storey building which has two wings, one of which supports people living with dementia. There were 33 people living at the home at the time of the inspection. It is situated in a residential area in Langport, Somerset.

We found the following examples of good practice.

Relatives and friends were able to visit in a specially designed area which was a specially divided conservatory where people living in the service sat one side of a clear 'wall', while their visitors sat the other side. Visitors were able to enter directly from the carpark and therefore did not have to come through the service. Visits were timed to ensure there was sufficient time to clean the areas before another visit commenced.

Staff also supported people to keep in regular contact with friends and families through telephone and video calls.

Each person had their temperature taken twice daily and staff were vigilant about looking for any signs or symptoms of Covid-19.

There were weekly multi-professional meetings held via social networking with a GP, a pharmacist, district nurse, physio and a social worker. This has supported the service to get advice about concerns in a timely manner.

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

Portcullis 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 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 18 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 somewhat assured that the provider was using PPE effectively and safely. Staff were using appropriate PPE when delivering care. However, where a temporary member of staff was not wearing a mask in a particular area which people in the service did not enter, this had not been risk assessed in terms of risks to other staff. The registered manager said they would take action to address this.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. However, there were personal toiletries and cloth hand towels in a communal bathroom which posed a risk of cross infection. The registered manager took action to address this.
- We were assured that the provider's infection prevention and control policy was up to date.

We have also signposted the provider to resources to develop their approach.