

Altogether Care LLP

Yeovil - Sherborne House Care Home

Inspection report

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Date of inspection visit:
01 February 2022

Date of publication:
14 February 2022

Ratings

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

Summary of findings

Overall summary

Yeovil - Sherborne House Care Home is a nursing home for up to 38 older people. The home specialises in caring for people with dementia and has a wing with beds set aside for discharges from hospital. At the time of the inspection there were 33 people living at the home. Staff were managing a COVID-19 outbreak at the home.

We found the following examples of good practice.

People were supported by staff who understood how to keep them safe during a COVID-19 outbreak and prevent infections further spreading. Staff were seen regularly washing or sanitising their hands and changing their personal protective equipment (PPE) such as gloves, aprons and masks. Staff had multiple stations throughout the home to wash their hands and safely put on and take off their PPE. Face shields were regularly cleaned by staff. Clear signage was around the home to remind staff in case they were tired or new.

However, on a few occasions members of staff needed reminding about forgetting a step or incorrectly wearing their PPE. The registered manager told us they regularly reminded staff as part of staff meetings because they were aware how important it was.

People were able to have visitors in line with government guidance. One person commented they were able to speak on the phone regularly to family members. Other people had named visitors who were part of the home's testing scheme. They could visit even though there was an outbreak in line with government guidance. One person raised they would like some more visits and the management were straight onto resolving this. Following the inspection, they had three relative visits organised. The registered manager made it clear that people's welfare was always considered during visiting decisions whilst they were in outbreak.

Cleaning of the home had increased during the outbreak. Arrangements were in place even during staff absences to clean high touch points such as grab rails and light switches. The head housekeeper explained they had high standards and made sure everyone kept to these. Systems were in place to safely manage infected people's laundry and keep it separate.

The management had a mixture of formal and informal systems in place to regularly check staff competencies and stocks of PPE around the home. On two occasions stations were missing items of PPE or a hazardous waste bin. The registered manager recognised this and immediately took actions to resolve the issue including formalising some of the checks completed. Following the inspection, they informed us staff had moved some of the PPE and clinical waste bin to allow access for ambulance staff. They have reminded the staff of replacing it once it was safe.

People had not been impacted by staff shortages and regular agency staff were used when required. Additionally, other staff had been willing to increase their working hours. The provider had systems in place

to recruit new staff and valued staff they already had. This included working overseas to get qualified staff in their own country.

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

Yeovil - Sherborne House 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 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.

We received information of concern about visiting arrangements at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has 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 1 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. When there were shortages due to the current COVID-19 outbreak some staff increased their working hours and regular agency staff had been used.

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.
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- People were supported to stay in touch with their family members. One person told us they were regularly on the phone to their family members.
 - During the COVID-19 outbreak, systems were in place for visits to take place in line with people's welfare needs. One person regularly saw their family, an advocate and health professionals in line with this need. They raised they would like to have visits and this was immediately organised by the management.
 - Some named relatives were part of the home's testing so they could continue to visit. Others were provided with a safe way of visiting their family members. Throughout the COVID-19 pandemic an area of the home with a separate entrance for visitors had been set up to keep people safe.

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.