

Aiveda Limited

Arthurs Court

Inspection report

27 Highfield Road
Street
Somerset
BA16 0JJ

Tel: 01458447244

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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

Arthurs Court is a 'care home' that is registered to provide personal and nursing care to a maximum of 40 older people. At the time of the inspection they were supporting 27 people.

We found the following examples of good practice.

There was a clear process in place for welcoming visitors to the home. This included health screening questions, use of Personal Protective Equipment (PPE) and temperature checks. Nonprofessional visitors to the home were invited to have a test for Covid-19 which gives a result within 30 minutes.

The home was clean, free from clutter and tidy. Staff were observed wearing their PPE correctly, the registered manager completed a stock take of supplies weekly and told us they had enough to use in line with government guidelines. The home participated in the whole home testing programme for both people and staff.

There were PPE stations throughout the home including places for disposal. Social distancing was encouraged. There was a dedicated visitor's 'pod' which was comfortable and had floor to ceiling screens for people to be able to meet with their loved ones.

Staff had received training in preventing infections and wearing PPE correctly. Hand washing spot checks ensured that staff were complying with the recommended practices for hygiene. Cleaning solutions and laundry practices met with current government guidance.

A programme of renovations had started at the home and the registered manager told us the whole home would be subject to those improvements which had been delayed by the restrictions over the past year. The registered manager told us they were supported by their staff team and, in particular, the deputy manager. The provider kept regular contact with the registered manager and supported the home.

The registered manager and staff had been working hard to keep people's spirits up during the pandemic. For example, the walls of the home were decorated with photographs of all the events and activities they had enjoyed. The registered manager told us there was a focus on mental health wellbeing for all and had adapted the staff supervision to ask more about wellbeing.

A day of reflection and remembrance was scheduled on 16 March 2021 to mark the one-year anniversary of the day the home first closed its doors to visitors. This was important to people to mark this day and the registered manager told us everybody needed this day to reflect on what has been a very difficult year.

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

Arthurs Court

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 2 March 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 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.