

Pondsmead (Shepton Mallet) Limited

# Pondsmead Care Home

## Inspection report

Shepton Road  
Oakhill  
Bath  
Somerset  
BA3 5HT

Tel: 01749841111

Date of inspection visit:  
16 December 2020

Date of publication:  
01 February 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Pondsmead Care Home is a care home for up to 76 older people who require nursing and/or personal care. It is a large converted house where people have individual bedrooms. At the time of the inspection there were 44 people living at the home. Two people were in hospital at the time of the inspection.

We found the following examples of good practice.

The care home had effectively sectioned up parts of the home to minimise the spread of COVID-19. During the inspection the manager increased this by creating a section of the home for COVID-19 positive people.

Staff had worked hard to minimise the impact of low staffing levels to the residents. This was because many staff had been isolating due to COVID-19. The management worked hard to find agency staff to support the permanent staff. Agency staff used were not working in other services for the period of time they worked at the home.

The manager had cohorted staff to work in specific areas of the home to minimise transmission of infections. When there was staff shortages named staff were the only ones moving between different areas in the home to meet the needs of the people. All staff were following good hand hygiene and understood the importance of it.

Systems were in place to support staff and residents with the emotional impact of the outbreak. Staff told us they felt supported by the manager and could speak to them if they were struggling. They all knew the importance of providing wellbeing opportunities for people when they had time. Staff told us they prioritised people's safety first.

Staff knew how to correctly put on and take off personal protective equipment (PPE) which was in line with government guidance. There were adequate supplies at the home and the manager knew where to access more. Enough PPE stations were situated around the home for staff to access when supporting people including those who were COVID-19 positive.

## 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**

# Pondsmead 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 16 December 2020 and was unannounced. One inspector carried out the inspection.

# 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.