

Camelot Care (Somerset) Limited

# Camelot House & Lodge

## Inspection report

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Date of inspection visit:  
27 January 2022

Date of publication:  
21 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

Camelot House is a nursing home which is able to accommodate up to 90 people in two buildings. Camelot House can accommodate up to 62 people and Camelot Lodge can accommodate up to 28 people. The home specialises in providing nursing care to people who have dementia and other mental health needs. At the time of the inspection there were 80 people using the service.

We found the following examples of good practice.

Most people at this service were living with dementia and were unable to fully communicate verbally about their care. However, people were smiling when staff approached and appeared comfortable and relaxed in their environment.

People spoken with felt safe at the service and understood the need for additional protective measures. One person said, "I am absolutely safe. We are well looked after here" and "Staff are tremendous; never a cross word. Anything we want, they get".

Measures were place to prevent the spread of infection by visitors to the service. All visitors, including relatives; professionals and contractors had their temperature taken on arrival and were required to have a negative COVID-19 lateral flow test prior to entering the service. New admissions to the service were safely managed and followed current guidance.

The registered manager kept people and families up-to-date with the current situation through regular emails and phone calls. They facilitated visits for people living at the service in accordance with the current guidance.

Isolation, cohorting and zoning was used to manage the risk of infection spread. To reduce the risk of further spread, staff were allocated to work in certain areas of the service where people had tested positive for COVID-19.

The premises were clean and odour free throughout. Enhanced cleaning and disinfection of all areas of the service continued in order to reduce the risk of cross contamination. These were recorded daily by staff. High touch point areas were cleaned regularly throughout the day.

A regular programme of testing for COVID-19 was in place for staff and people who lived in the service. Daily monitoring of people's health neds was also undertaken. This meant swift action could be taken if anyone became poorly or received a positive test result.

There was plenty of personal protective equipment (PPE) including masks, gloves, aprons and hand sanitiser available. One member of staff had trouble keeping their mask in place. The registered manager said they would investigate whether a different type of mask would be more suitable. Used PPE was disposed of safely.

Staff felt well supported by the management team and their colleagues. Comments included, "We all pull together. We have a tremendous team" and "We have a really good manager".

The registered manager had oversight of infection prevention and control processes. Regular infection prevention and control audits were undertaken, as well as spot checks of staff to check hand hygiene.

## 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**

# Camelot House & Lodge

## **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 27 January 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.
- The provider was facilitating visits for people living in the home in accordance with the current guidance.

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.