

Mr Mark and Mrs Karen Hammond

# Chelfham House Residential Home

## Inspection report

Chelfham House  
Chelfham  
Barnstaple  
Devon  
EX31 4RP

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Date of inspection visit:  
17 February 2022

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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

Chelfham House is a care home without nursing providing care and support for older people some of whom are living with dementia. They are registered for up to 41 people and at the time of the inspection there were 38 people living at the service.

We found the following examples of good practice.

The provider had established cleaning routines which were well documented and ensured all parts of the service were cleaned throughout the day. They had employed additional cleaners to cover seven days per week.

Staff had clear infection control policies to follow and wore personal protective equipment (PPE) appropriately. We observed staff using PPE and saw there were PPE stations throughout the home where staff could easily access it. Staff confirmed they had received training in infection control and doffing and donning of PPE. They said there was always a plentiful supply of PPE for them to access and use throughout the home.

People relative's said staff were diligent in wearing masks all the time. One relative said commented "They ask for proof of our covid testing before we can come in and they have also taken copies of our vaccination status. They (staff) are very helpful and make sure there is PPE for us to use. I feel they are doing their best to keep people protected during this pandemic."

People were supported to have visits with their friends and family either in their own room or a summer house. The registered manager said that visiting was via a booking system, but they were flexible for families where their relative was at end of life care.

The service had developed a testing regime for staff and people living at the service, in line with government guidance.

## 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**

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## **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 17 February 2022 and was announced. We gave the service 24 hours' notice of the inspection.

# 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.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

### Visiting in care homes

- The service had developed a visiting pod which ensured visits from family and friends could occur even if there was an outbreak. The service were following government guidance in relation to visiting with flexibility when someone was assessed as end of life care