

Somerset Care Limited

Stockmoor Lodge

Inspection report

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31 January 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

Stockmoor Lodge is a care home and provides personal or nursing care for primarily older people and those living with dementia. The home can accommodate a maximum of 90 people. At the time of this inspection there were 78 people in residence.

We found the following examples of good practice.

The provider had a visiting policy in place, in line with current guidance. This had been amended as and when required. Due to COVID-19 outbreaks at the service additional measures were in place and signs were displayed in the main entrance. The service was being guided by the Health Security Agency. We spoke with one relative regarding the visiting arrangements. They were able to visit their family member because they had a door that opened out on to the central courtyard. Essential care givers were able to visit their loved one and confirmed that they were kept informed of the visiting policy.

Procedures were in place for staff and any essential visitors, on entry to the service to minimise the risks of infection transmission. This included wearing of personal protective equipment (PPE), checking vaccinations status and a lateral flow testing result.

Regular COVID19 testing was carried out for people, staff and essential care givers. The registered manager had clear system and processes in place.

The service had appropriate donning and doffing areas and staff wore PPE in line with guidance. The service had a plentiful supply of PPE and testing equipment. Hand sanitising gel units were located at the entrance to each unit and staff were observed using these as they moved from one area to another.

Staff received infection prevention and control training as part of the providers mandatory training but had also received specific COVID 19 training. The training included the correct use of PPE and handwashing. The management team monitored compliance with wearing PPE. Staff were provided with regular updates by the registered manager.

Whilst a large home, people were cared for in six 15-bedded units. The accommodation was spacious which enabled social distancing to be maintained within communal areas. Some communal areas had been taken out of action (the activities room). One visitor's pod was available by the main entrance.

The service had a number of staff vacancies but had remained well staffed throughout the pandemic. Staff picked up extra shifts and members of the management team also covered shifts. When agency staff were required, the same staff were supplied.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at part of this key question.

Inspected but not rated

Stockmoor 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 30 January 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider had measures in place to mitigate the risks associated with COVID-19 related staff pressures.
- There were staff vacancies but shifts were either covered by the staff team, the management team or agency workers.

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 facilitated visits for people living in the home in accordance with the current guidance.
- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

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.