

Mrs Pauline Difford

Pendrea House

Inspection report

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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

Pendrea House is a care home that can accommodate up to 16 older people, some of whom have a diagnosis of dementia. On the day of the inspection there were 13 people living at the service.

We found the following examples of good practice.

There had been an outbreak of Covid-19 at the service. During this time the registered manager had communicated with people, staff and families regularly to ensure everyone understood the measures put in place to help keep people safe.

All areas of the service were clean and uncluttered. Effective cleaning routines had been put in place to ensure infection control risks were minimised and people were kept safe. Domestic staff hours had been increased at the start of the pandemic and further increased when the outbreak occurred. The additional cleaning hours were still being maintained and there were no immediate plans to reduce these hours. There were ample supplies of PPE and anti-bacterial wipes around the service for staff to use. There were posters to prompt and remind staff about the infection control procedures in place.

Staff had completed online infection prevention and control and Covid-19 training. Additional PPE had been provided for staff, such as visors, to use during the outbreak. The service had maintained good stocks of PPE and the registered manager worked with care and domestic staff teams to ensure infection prevention and control measures were followed.

Staff put on and took off their uniforms in a designated room, close to where they entered the building, and uniforms were laundered at the service. This helped to reduce the risk of infection because staff did not enter areas of the home, where people lived, until appropriate infection control measures were in place.

Appropriate testing procedures had been implemented for all staff and people who used the service, following national guidance regarding the frequency and type of testing. The registered manager said both staff and people were happy to participate in regular testing. Arrangements had been made to enable people and staff to access the vaccine.

During the outbreak the registered manager had worked closely with external healthcare professionals to enable people to have access to the appropriate health care and equipment, for example, oxygen if needed. There were daily calls with the GP, where staff reported people's daily observation results and any concerns about their health. This meant, for people who were unwell with Covid, the right care could be provided in a timely manner.

Since the start of the pandemic additional care staff had been recruited, to cover staff absences and to increase staffing levels on an on-going basis. This had ensured there were enough staff on duty to provide emotional support for people living at the service throughout the pandemic and the outbreak. Before the

pandemic external entertainers had visited the home daily and people had enjoyed these visits and the social interaction. The increased staffing levels enabled staff to spend one-to-one time with people, to engage in activities of their choice, to help prevent the adverse effects of social isolation.

Due to the recent outbreak the service was closed to visitors at the time of the inspection. However, staff helped people to stay in touch with family and friends through phone and video calls. The registered manager was in discussion with people and their families about resuming visiting in line with recent changes to government guidance.

The provider had reviewed the infection control policy in response to the pandemic. Specific Covid-19 policies had also been developed to provide guidance for staff about how to respond to the pandemic and the outbreak. These policies were kept under continuous review as changes to government guidance was published.

Further information is in the detailed findings below.

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

Pendrea House

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 11 March 2021 and was announced.

Is the service safe?

Our findings

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.