

Tanglewood Care Services Limited

# Toray Pines Care Home

## Inspection report

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17 December 2020

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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# Summary of findings

## Overall summary

Toray Pines is a care home which provides accommodation and personal care for up to 52 older people. There were 37 people living at Toray Pines at the time of inspection.

We found the following examples of good practice.

- Systems were in place to ensure visitors to the service followed national guidelines for wearing Personal Protective Equipment (PPE). Health screening questionnaires and a temperature check were required for all visitors.
- Infection control policies had been updated to reflect current national guidance. Information and guidance on infection control measures in place were available for staff and people at the service. Additional signage was displayed with information and guidance on COVID-19 restrictions for visitors.
- Staff were trained in current Infection Prevention and Control (IPC) and in the use of PPE. There were designated areas for donning and doffing of PPE, and handwashing facilities were available. We observed staff followed current guidance and best practice throughout our visit.
- There were sufficient PPE supplies in place including masks, visors, gloves, aprons and hand sanitiser to ensure safe infection prevention and control practices were undertaken.
- A recent outbreak of COVID-19 at the service had been managed well and the plans in place to support people had been utilised safely. People were supported to isolate in their rooms.
- A regular programme of testing for COVID-19 was in place for staff and people who lived in the service; an enhanced testing regime was implemented during the outbreak.
- The housekeeping team used an in-depth cleaning programme, including regular cleaning of high use touch points throughout the day.
- People admitted to the service were supported following national guidance on managing new admissions. The provider put in place risk assessments which clearly identified people at a higher risk of COVID-19 and the measures in place to support them. This meant staff had clear guidance on how to support people.
- People were supported to keep in touch with their relatives and friends through telephone and video calls. The provider had also built a visiting pod with screening to minimise the risk of spreading infection and to enable people to continue to receive their visits in a comfortable and safe way.
- Since the outbreak the provider had maintained a no visiting policy with an exception for people who were nearing the end of their life and professional visits. The provider kept their visiting policy under review to ensure they supported people to keep safe.

# 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

# Toray Pines 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 17 December 2020 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.