

Sanctuary Home Care Limited

# Sanctuary Home Care Ltd - Exning

## Inspection report

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17 February 2022

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Sanctuary Homecare Exning provides personal care and support to older people living in specialist 'extra care,' housing. Extra care housing is purpose-built or adapted accommodation in a shared site or building.

Sanctuary Homecare Exning has 34 self-contained apartments arranged over two floors and is located in Exning near Newmarket. The accommodation is rented and is the occupant's own home. CQC does not regulate premises used for extra care housing. The building is owned and maintained by a housing association. People's care and housing are provided under separate contractual agreements.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided. At the time of the inspection Sanctuary Homecare Exning was providing personal care to 10 people.

We found the following examples of good practice.

To minimise the risk of infection transmission, procedures were in place for staff and visitors on arrival to the service. This included wearing of personal protective equipment (PPE) and the provision of a negative lateral flow test (LFT) result.

Staff wore PPE in line with guidance. Staff had received training in infection control, including handwashing and how to use PPE.

We observed staff wearing personal protective equipment (PPE) in accordance with government guidance when moving around the service.

COVID-19 specific policies, care plans and risk assessments were in place which provided guidance to staff on how to safely meet people's needs.

## 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 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.