

Anson Care Services Limited

# Crossroads House Care Home

## Inspection report

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Date of inspection visit:  
11 January 2022

Date of publication:  
11 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

Crossroads House provides accommodation with personal care for up to 47 people. There were 44 people using the service at the time of our inspection. The service is specifically adapted for people living with dementia.

We found the following examples of good practice.

Staff had worked hard to contain this outbreak within the service. Staffing absences, due to COVID-19 infections had meant other staff having to work many extra hours to cover shifts. Agency staff use had increased where it was not possible to cover a shift with existing staff. Bonuses and 'thank you' gestures had been given to all staff in recognition of their commitment to supporting the service throughout this pandemic.

Personal protective equipment (PPE) was available to all staff and visitors. Staff and people living at the service were regularly tested for COVID-19. Visiting was taking place according to current government guidance.

Additional cleaning protocols were in place to ensure all high touch points were regularly sanitised.

We spoke with three relatives about the visiting arrangements and staffing levels. Comments included, "They (staff) do very well, they have been a bit depleted with staff sickness but on the whole they are very good. I sit with (Person's name) in the lounge with them and visit three times a week by arrangement," "They (staff) are very flexible and accommodating, I have never had any problem finding staff to speak with and the visiting arrangements all work well. We have visited (Person's name) in their room and have taken them out too which works well. We go for a coffee and can stay out as long as we all wish" and "The owner is great at communicating all the way through this pandemic. I go in to the home and sit in the lounge and paint (Person's name) nails. Sometimes others want theirs done too it is a lovely social situation. There are always staff around, I know them well, they have all been great."

## 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**

# Crossroads House 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 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 11 January 2022 and was announced. We gave the service one days 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.