

Tre' Care Group Limited

Tregenna 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

Tregenna House is a care home with nursing which provides care and support for up to 49 people with a range of health care needs including dementia, nursing and mental health. At the time of the inspection there were 39 people living at the service.

We found the following examples of good practice.

The registered manager was communicating with people, staff and family members regularly to make sure everyone had an understanding of procedures and precautions being taken, and how to keep people safe. The registered manager worked with the nurses, care staff and housekeeping teams to ensure infection prevention and control measures were followed.

Staffing absences, due to COVID-19 infections had not had a major impact on the staffing levels or the quality of support people received. Staff had worked hard to contain the current outbreak, which at the time of the inspection had affected the staff team but not people using the service.

Personal protective equipment (PPE) was available to all staff and visitors. Staff and people living at the service were regularly tested for COVID-19.

Additional cleaning protocols were in place to ensure all high touch points were regularly sanitised. Changes had been made to the service's routines to limit infection risks during the current outbreak. We looked at cleaning schedules and audits which showed additional systems had been added to increase infection control procedures during COVID-19 pandemic.

The service was following current guidance in relation to visiting care homes during outbreaks of COVID-19. Essential care givers and visits to people in receipt of end of life care were possible. However, the service was currently closed to other visitors. People understood the need for these restrictions and were confident staff were taking appropriate steps to manage the outbreak of the infection.

PPE was available to all staff and visitors. Staff and people living at the service were regularly tested for COVID-19.

Records showed staff had received all the necessary vaccinations to work in the care sector. The registered manager kept all staff updated on any changes to guidance. Staff had received training in COVID-19 and infection control procedures.

We spoke with a relative who was satisfied with the way their family member was cared for. Comments included, "I am very satisfied with the care," "[Person's name] is very well looked after. No concerns from me" and "All the staff are wonderful."

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

Tregenna 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 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 12 February 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.

Visiting In Care Homes

People were supported to maintain contact with friends and family. The home was following government guidance in respect of care home visiting. Relatives, people and staff confirmed that visits in and out of the home were supported.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.