

Cornwall Care Limited

Mountford

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

Mountford is a residential care home providing personal and nursing care to 36 people, some of whom are living with dementia. At the time of the inspection 31 people were receiving support.

We found the following examples of good practice

- The service was only allowing visitors inside the care home in exceptional circumstances. However there was space in the grounds for people to meet with their friends and families. Thorough procedures were in place to facilitate visits in a safe way. Staff had also helped people to stay in touch with family and friends through phone calls, and through the internet.
- The service had identified an area of the building which could be used for people who needed to isolate, and /or who were admitted to the service. This ensured there was minimal risk from infection to other people at the service. Robust admission procedures were in place for example the service requiring documentary evidence of Covid-19 test results before people move in, followed by a period of self isolation, followed by a further test before the person being able to mix with others.
- The service was providing a range of social activities for people to help to keep them entertained and occupied. The service had a dedicated activities organiser who provided one to one, and group activities. We noted the service had some newspapers and periodicals which people could access. The service used the grounds of the building well. For example we met one person who was working to cultivate plants in a green house, and who told us she was involved in the upkeep of raised beds. This helped to maintain some sense of normality during this difficult period.
- Staff had received suitable training and guidance regarding infection control, and how to respond to the Covid 19 pandemic. All staff received regular reminders for example of 'donning and doffing' techniques at handover. Throughout the inspection we observed staff demonstrating suitable knowledge of good infection control practice.
- The service was very clean, and had effective cleaning routines to ensure risks were minimised and people were kept safe.
- There was a warm, friendly atmosphere, between staff and people who used the service, on the day of the inspection. The registered manager said staff sickness throughout the period of the pandemic had been minimal, and, "Everyone had pulled together," to ensure high standards of care had been maintained, and the anxiety caused by the pandemic had been minimised.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Mountford

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 19 October 2020 and was announced. The service was part of a thematic review which is seeking to identify examples of good practice in infection prevention and control.

Is the service safe?

Our findings

S5□ 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 found no concerns in respect to the provider's response to the Covid -19 pandemic, or in general regarding standards of quality and safety.