

Davack Limited

# Mount Pleasant Care Home

## Inspection report

26 Mount Pleasant Road  
Newton Abbot  
Devon  
TQ12 1AS

Tel: 01626201474

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01 March 2021

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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

Mount Pleasant Care Home is a residential care home. People in care homes receive accommodation and personal care. Nursing care is not provided, this is provided by the community nursing service.

The service had a manager registered with the Care Quality Commission. The manager was also the registered provider. Mount Pleasant Care Home is registered to accommodate up to 14 older people.

We found the following examples of good practice.

The provider was following best practice guidance in terms of ensuring visitors to the home did not introduce and spread Covid19 providing good information and support for all.

Staff were adhering to Personal Protective Equipment (PPE) and social distancing guidance. People were supported to see their visitors in the specially designed outside. When this was not possible people were supported to speak to their families on the phone or via video call.

The provider had a clear policy designed for people who were admitted to the home from the community or from hospital.

Staff had completed training, including IPC training and handwashing training. Regular and frequent spot checks and competency checks were made to ensure staff continued to follow best practice guidance. Staff were trained and knew how to immediately isolate individuals with symptoms to avoid the virus spreading to other people. All staff in high risk groups had been risk assessed, and adjustments had been made. Plans were in place to protect vulnerable staff in the event of an outbreak.

The provider took the overall wellbeing of the staff very seriously and offered support and counselling if needed. Staff also received extra benefits such as extra payment to account for time it took for personal COVID testing outside of work time. Staff often received gifts and treats from the provider as a way of saying thank you for their hard work.

## 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**

# Mount Pleasant 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 01 March 2021 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.