

Cygnet Health Care Limited

Tabley House

Inspection report

Tabley Lane
Knutsford
Cheshire
WA16 0HB

Tel: 01565650888

Website: www.cygnetnursinghomes.co.uk

Date of inspection visit:
12 February 2021

Date of publication:
09 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Tabley House is a residential care home providing nursing and or personal care to 43 people aged 65 and over at the time of the inspection. The service can support up to 59 people. Accommodation is provided across two separate floors in two separate units.

We found the following examples of good practice.

People told us that they felt safe and well cared for and made positive comments about the staff including, "Staff are very good and always respectful" and "The home is lovely it meets my needs well."

Relatives of people who lived at the home told us how they had been supported and kept informed throughout the COVID19 crisis. They told us that managers and staff had helped them maintain contact with their relatives via, Zoom meetings, Video calls and telephone calls.

A visiting doctor praised the management and staff for the way they had managed throughout the COVID-19 crisis advising us that the standard of care, communication, and respect they have for people and their wishes and needs was outstanding.

At the time of the inspection visits inside the home were only allowed in exceptional circumstances such as end of life. At such times special arrangements would be made, sensitive to the needs of the person and their visitors to ensure the safety and wellbeing of all concerned.

The provider had acquired a purpose-built visiting pod which was located directly outside the home at the front entrance. The visiting pod was heated, ventilated, and fitted with internal screen and intercom to afford safe visiting. Arrangements were being made to recommence visiting in the visiting pod in the week following our inspection. In the interim people could keep in touch with their relatives by phone and video calls.

All visitors were offered a lateral flow device (LFD) test for COVID-19 and were asked to complete a health screening form, had their temperature checked and were provided with PPE to wear throughout their visit.

Whole home testing was in place for people, and staff.

Staff had benefited from training, support and guidance on infection control including COVID-19 and demonstrated skill and confidence in the way they carried out their duties and responsibilities.

Staff had access to PPE and there were PPE 'stations' situated at various locations around the home.

The home was clean and free of malodour throughout. Enhanced cleaning schedules had been introduced and monitored closely by senior staff to reduce the risk of transmission of COVID-19.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

Tabley 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 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 11 February 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.