

Mentaur Limited

# Evergreen House

## Inspection report

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17 November 2020

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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

Evergreen House is a residential care home for up to six adults with learning disabilities. Evergreen House is a large house with accommodation on two floors and a communal open-plan lounge/dining-room, kitchen, activity room and office in on the ground floor ground.

We found the following examples of good practice.

- The service had a clear process in place for visitors. Temperatures were taken and health checks were in place on entry. Sanitising hand gel and masks were available.
- People were supported to stay in regular contact with their families. The registered manager had regular communication with families and friends explaining the different options for visiting, including use of the garden, virtual visits through the use of technology and socially distanced walks.
- The registered manager spoke about the infection prevention control processes in place, which they felt had contributed to not having anyone test positive for COVID-19 to date.
- Staff supported people's emotional wellbeing. Additional activities had been planned within the home during lockdown to positively support people through the period.
- Infection control audits and checks were carried out. The manager spoke positively about the dedication which staff had shown, which had helped to minimise the impact of the pandemic on people's health and wellbeing.

Further information is in the detailed findings below.

## 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. We have also signposted the provider to resources to develop their approach.

**Inspected but not rated**

# Evergreen 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 conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 17 November 2020 and was announced.

# 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 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 have also signposted the provider to resources to develop their approach.