

Anchor Hanover Group

# Silk Court Care Home

## Inspection report

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03 February 2022

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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

Silk Court Care Home is a residential care home providing personal care for up to 51 adults. At the time of the inspection 42 people were living at the service.

Silk Court Care Home accommodates people in one building across three floors, with each person having their own bedroom with en-suite bathroom. There were also communal living rooms, communal dining areas with kitchens, a main kitchen and access to a secure garden.

We found the following examples of good practice.

There were clear procedures in place to ensure visitors could enter the home safely, with a requirement to take or show a negative lateral flow device (LFD) COVID-19 test before entering the home. There was a designated visitor testing area where relatives could enter via an external door. Relatives were given information about visiting and were kept updated about any changes in visiting procedures in the home.

Relatives were given information about becoming an essential care giver in line with current guidance. This ensured every person in the home would be able to have a visitor even if the home was advised to restrict visits in the event of a COVID-19 outbreak.

The service was taking part in regular COVID-19 testing for people and staff in line with current guidance. The provider was aware of new testing guidance that would be coming into place from the 16 February 2022 and had updated staff in preparation of this, with information displayed in the designated staff testing area.

We saw the provider was aware of their responsibilities regarding the requirement to ensure visiting professionals were vaccinated against COVID-19. As there was refurbishment work taking place during the inspection, this included building and maintenance contractors.

The provider carried out weekly stock checks to ensure staff had a sufficient supply of personal protective equipment (PPE). Staff had ongoing IPC training and there were helpful posters displayed throughout the home reminding staff about the correct way to wear their PPE. We observed staff following best practice throughout the inspection.

Staff were confident about the actions they had to take if there were new positive cases of COVID-19 in the home and how they would support people who had to isolate. There were discreet signs placed on people's doors to highlight their isolation period, with separate processes in place for the safe management of their laundry. One staff member said, "We know what to do and how to do it. I feel we are doing well to reduce any infections."

Staff told us they felt supported in their role and had been kept regularly updated with any changes throughout the pandemic. The provider had a focus on staff wellbeing and was aware of the challenging

periods staff had worked through since the start of the pandemic. A staff member told us wellbeing was regularly discussed, with access to counselling sessions through the local authority if required.

The management team carried out regular IPC audits, which included observations and spot checks across the home. The provider had introduced IPC champions to help ensure staff were following best practice and understood their key responsibilities.

The registered manager told us they had continued to be well supported by the provider, the local authority and a range of health and social care professionals. Their weekly conference calls included advice and guidance from Public Health and the local authority IPC team. The registered manager said, "It has been challenging but it is important we keep going."

## 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**

# Silk Court 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 on 3 February 2022 and was announced. We gave the service less than 24 hours' 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.
- We saw the provider was facilitating visits for people living in the home in accordance with the current guidance. The provider completed risk assessments and kept people's relatives updated with recent changes in guidance.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.