

Anchor Hanover Group Northbourne

Inspection report

Durham Road
Low Fell
Gateshead
Tyne and Wear
NE9 5AR

Tel: 01914825859
Website: www.anchor.org.uk

Date of inspection visit:
25 November 2020

Date of publication:
04 December 2020

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Northbourne accommodates 34 people with personal care needs in a purpose-built building. Some of the people were living with dementia. On the day of our inspection there were 27 people using the service.

We found the following examples of good practice:

- Appropriate measures were in place to prevent visitors from spreading infection.
- Clear signage was in place regarding hand hygiene and the correct use of personal protective equipment (PPE).
- The environment was very clean, with enhanced cleaning taking place of frequently touched surfaces.
- Some minor changes had been made to the layout of furniture to encourage and support social distancing.
- People were supported to keep in touch with their family members via video or telephone calls. The provider was developing ways to safely support visits in line with the latest guidance.
- The provider and registered manager ensured staff were kept up to date with the latest guidance. Staff had received appropriate training in infection prevention and control.

Further details can be found in the key question 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.

Inspected but not rated

Northbourne

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 25 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 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.