

Mr Geoffrey Walden Knights

Chypons Residential Home

Inspection report

Chypons
Clifton Hill
Penzance
Cornwall
TR18 5BU

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11 November 2020

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Tel: 01736362492

Website: www.chypons.co.uk

Ratings

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

Summary of findings

Overall summary

Chypons residential Home is a residential care home providing personal care and accommodation for up to 27 people, some of whom are living with dementia. At the time of the inspection 24 people were receiving support.

We found the following examples of good practice:

- We had received a concern that staff were not wearing full Personal Protective Equipment (PPE). However, we found on this unannounced visit that all staff were wearing correct PPE. Staff were aware of what PPE they needed to wear and in what circumstances, and posters were on display in the staff room to remind staff of what PPE must be used. This was also discussed in staff meetings. Staff told us there was "plenty of PPE" and were always aware of the importance of wearing PPE to minimise the risk of cross infection.
- Staff took designated breaks so that social distancing could be maximised.
- Due to the current national lockdown, visiting was currently restricted. Where visiting was permitted (for example for people on end of life care) suitable infection control procedures were in place, in regard to visitors entering and moving around the building. For example, visitors were accompanied around the building by staff, and only spent time in the person's bedroom. A risk assessment and relevant checks with any visitors was also completed. Visitors were required to wear masks and, as necessary, other PPE.
- In between the two lockdown periods family members had visited people at the service. These visits were pre-arranged with one visitor allowed for a specified time period. Visitors were escorted by staff to people's rooms taking a route that did not enter communal areas subsequently minimising the risk of cross infection. Visitors were required to wear masks, and as necessary other PPE to minimise the risk of infection to people and staff. These measures ensured the risk of infection was minimised.
- Contact with people's loved ones were actively encouraged. We saw people talking on the phone to their family and used video calls. The service sent personalised photograph postcards to family members to provide assurance that their loved one was being well cared for. Staff assisted people to use IT and the telephone as necessary. Additional IT equipment had been purchased to assist people to keep in touch with family and friends.
- Good self-isolating procedures were in place if people needed to isolate, and /or who were admitted to the service.
- Suitable testing routines had been arranged for staff and people who used the service. The registered manager said both staff and people who used the service had been happy to participate in regular testing.
- Robust admission procedures were in place, for example, the service required documentary evidence of Covid-19 test results before people moved in, followed by a period of self-isolation.
- The service was providing a range of social activities for people to help to keep them entertained and occupied.
- Staff had received suitable training and guidance regarding infection control, and how to respond to the Covid 19 pandemic. During the inspection we observed staff demonstrating suitable knowledge of good infection control practice. Other staff training had also been maintained.
- The service had comprehensive policies and procedures in respect of Covid 19 and its implications on the

running of the service. From our discussions and observations these had been effectively implemented.

- The service was clean. Effective cleaning routines were implemented to ensure infection control risks were minimised and people were kept safe. Suitable cleaning routines were in place to help keep hygiene standards to a good standard.
- Suitable staffing levels were maintained at the service. Staff absence was covered by the permanent staff team so that agency staff were not used.

Rating at last inspection

The last rating for this service was Good (published 7 March 2018).

Why we inspected

The inspection was prompted in part due to concerns received about infection prevention control practises. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection that people were at risk of harm from this concern.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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

Chypons Residential 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.

This was a targeted inspection to check on specific concerns that had been reported to the Commission. We looked at the service's infection prevention control measures.

Inspection team

The inspection was carried out by an inspector

Service and service type

Chypons Residential Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection took place on 11 November 2020 and was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with the deputy manager, senior carer three care staff, domestic and maintenance person on the site visit. We reviewed a range of records. This included infection control policies, audits and training records.

After the inspection

The following day we spoke with the registered manager about infection control measures in the service.

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.

We found no concerns in respect to the provider's response to the Covid -19 pandemic, or in general regarding standards of quality and safety.