

## Anchor Hanover Group

# Eastlake

### Inspection report

Nightingale Road  
Godalming  
Surrey  
GU7 3AG

Tel: 01483413520  
Website: [www.anchor.org.uk](http://www.anchor.org.uk)

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13 August 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

Eastlake is a residential care home providing accommodation and personal care for up to 53 people aged 65 and over. There were 50 people living at Eastlake on the day of the inspection. Some people living at the service were living with dementia.

We found the following examples of good practice.

At the start of the pandemic, the provider employed 'Welfare Assistants' to ensure that people had access to meaningful engagement and activities, such as one-to-one and gardening activities, as people were unable to access the local community due to COVID-19 restrictions.

## 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**

# Eastlake

## **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 looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 13 August 2020 and was announced. 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.

# 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.