

Anchor Hanover Group

Rose Court

Inspection report

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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

Rose Court provides accommodation, personal care and support for up to 48 people. At this inspection there were 40 people living at the service. Care and support was provided for people across three floors, some of whom were living with dementia.

We found the following examples of good practice.

- Measures were in place to help reduce the risk of visitors catching or spreading infections. The provider was only allowing essential visitors into the building and relatives visits were conducted via a separate entry and exit point. The garden area had been arranged for socially distanced visits and the internal environment was also arranged for social distancing among people using the service. The provider arranged for relatives to sanitise their hands and wear masks before they met people. These measures had been communicated to relatives in writing and tablets were available for virtual meetings where relatives could not attend in person.
- The provider ensured there was enough Personal Protective Equipment (PPE) available for staff and visitors and there was a separate area available for the donning and doffing of PPE. All staff had received training in infection control procedures.
- Appropriate systems were in place when people were admitted to the home. All residents were assessed virtually or on the phone and were required to undertake a test for Covid 19 before moving into the home. Upon entry they were also required to undertake a period of isolation as a further precautionary measure before undertaking a further Covid 19 test to ensure they were free from infection before interacting with other people.
- The provider had implemented a programme of testing for both people using the service and staff which all parties participated in. At the time of our inspection, nobody using or working at the service had tested positive for Covid 19. Staff were restricted to the same area of the building to minimise the risk of spreading infections.

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?

Details are in our safe findings below.

Inspected but not rated

Rose Court

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 19 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.