

Mr & Mrs L Difford

Pen Inney House

Inspection report

Lewannick
Launceston
Cornwall
PL15 7QD

Tel: 01566782318

Date of inspection visit:
28 January 2022

Date of publication:
16 February 2022

Ratings

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

Summary of findings

Overall summary

Pen Inney House is a 'care home' that provides care for a maximum of 20 adults. The service is on two floors with access to the upper floor via stairs or a stair lift.

We found the following examples of good practice.

Different entrances to the home had been allocated for different reasons. For example, there was an entrance for visitors to the home, but staff had been allocated a separate entrance. Each entrance held the relevant supplies visitors or staff would need before entering the home, such as lateral flow tests and PPE (personal protective equipment such as gloves, masks and aprons).

Staff understood what information to collect from any visitors or professionals entering the home, and what PPE to ask them to wear. This helped protect people from cross infection.

Staff understood the importance of enabling people who wanted to, to go out into the community as often as possible to help maintain their wellbeing.

A relative told us they were very grateful to the staff for keeping their relative safe throughout the pandemic.

Staff told us they had worked well as a team, supporting each other's wellbeing however possible.

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

Pen Inney House

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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 27 January 2022 and was announced. We gave the service one day's 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.
- The provider had used government guidance to ensure people were able to receive visitors whenever possible.

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.