

Quantum Care Limited

# Anson Court

## Inspection report

Shackleton Way  
Welwyn Garden City  
Hertfordshire  
AL7 2FF

Tel: 01707379700

Date of inspection visit:  
13 January 2021

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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

Anson Court is a 'care home' providing accommodation, nursing and personal care. It is registered to provide a service for up to 75 people. The service was supporting 69 people at the time of the visit, six of those people were in hospital.

We found the following examples of good practice.

- The staff at the home helped people to keep in touch with their families and friends. Physical visits within the home had stopped due to the national lockdown. There were phone and video calls and letters and postcards.
- At Christmas each unit had a socially distanced video party with an online singer and families could log in and join in. In addition to this all relatives were sent a Christmas card with a photo of the person and a personalised message.
- Staff were seen engaging well with people. People told us staff worked hard to limit the impact of the restrictions on them.
- The individual units were being managed as cohorts so people living on those units could socialise with each other, if they were not isolating. Staff worked on the same units to reduce the risk of cross infection.
- The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID-19. Staff told us the management team checked they were working safely.
- When people moved into the home or returned from hospital, they were required to isolate in their rooms, for a set period of time, even if they had a negative test. Staff were clear on what it meant to isolate and what symptoms of COVID-19 to look out for.
- There was clear signage and guidance displayed.
- Staff received training on donning and doffing Personal Protective Equipment (PPE), infection control and COVID-19. They told us they felt very supported and had enough information to do their jobs.

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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Anson 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.

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 13 January 2021 and was unannounced.

## 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.