

St Anne's Community Services

# St Anne's Community Services - Croft House

## Inspection report

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19 November 2020

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

St Anne's Community Services- Croft House is a care home providing personal care to six people at the time of the inspection. The service can support up to seven people.

We found the following examples of good practice.

Hand washing facilities, personal protective equipment (PPE) and signage on infection control procedures were available near the entrance and throughout the care home.

Staff ensured people using the service could maintain links with family members and friends. Family members and friends who were unable to visit the home could stay in touch with people with phone and video messaging.

The provider had appropriate arrangements to test people and staff for COVID- 19 and was following government guidance on testing. This ensured people and staff were tested for COVID- 19 in a consistent way in line with national guidance.

Risk assessments were carried out to assess the impact of COVID- 19 on people and staff. Actions were taken to reduce the risks to people where necessary. For example, the avoidance of public transport.

The provider ensured that staff received appropriate training and support to help prevent the spread of infection. All staff had received training on infection control and the use of PPE.

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?

No ratings were awarded following this inspection. This was a thematic review of infection control practices to identify good practice and areas for development in infection prevention and control.

### Inspected but not rated

# St Anne's Community Services - Croft 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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

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.

This inspection took place on 19 November 2020 and was announced.

# Is the service safe?

## Our findings

- 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 somewhat 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 somewhat 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 have also signposted the provider to resources to develop their approach.