

# Anchor Hanover Group

# Palmersdene

## Inspection report

Grange Road West  
Jarrow  
Tyne and Wear  
NE32 3JA

Tel: 01914280660  
Website: [www.anchor.org.uk](http://www.anchor.org.uk)

Date of inspection visit:  
08 December 2020

Date of publication:  
21 December 2020

## 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

Palmersdene accommodates up to 40 people with residential care needs in a purpose-built building. On the day of our inspection, 28 people were using the service.

We found the following examples of good practice:

- Appropriate measures were in place at the entrance and in the home to reduce the risk of infection.
- Personal protective equipment (PPE) was appropriately worn and disposed of.
- Social distancing rules were being complied with. Some minor changes had been made to the layout of furniture to encourage and support social distancing.
- The provider was following national guidance for anyone moving into the home and admissions were carried out safely.
- People were supported to keep in touch with their family members via video or telephone calls. The provider was developing ways to safely support visits in line with the latest guidance.
- The provider and registered manager ensured staff received appropriate guidance and support. Staff had undertaken additional training in infection prevention and control and regular audits were carried out.
- Staffing levels had been maintained during the recent outbreak with the support of agency staff.

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**

# Palmersdene

## **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 8 December 2020 and was announced.

# 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.