

## Anchor Hanover Group

# Gills Top

### Inspection report

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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

Gills Top is a residential care home which provides accommodation and personal care for up to 27 older people, including people living with dementia. At the time of the inspection there were 19 people living at the home.

Rooms were located over two floors and there was an accessible lift available to use. There was a lounge area/dining room located on the ground floor as well as a lounge upstairs for people to access. All rooms were single occupancy and had en-suite facilities.

During the visit we identified two areas where the home could review their current approach to infection prevention and control. We have detailed our findings in the safe section of this report.

We found the following examples of good practice:

The registered manager consistently reviewed processes in place in line with national guidance, to ensure that visitors did not introduce and spread Covid-19. The registered manager had reviewed the homes visiting policy in a timely manner in response to a local outbreak.

Staff supported residents of the home with their social and emotional wellbeing. Alternative forms of maintaining social contact were in place including regular telephone calls, online catchups, cards, letters and the use of closed social media groups to post general updates and information. People were supported to join in activities to maintain their wellbeing.

Staff followed government guidelines in relation to PPE. The home had sufficient supplies of PPE for staff and visitors.

The care home was clean, well maintained and odour free.

## 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**

# Gills Top

## **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 looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 3 February 2021 and was announced.

# Is the service safe?

## Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises.

We asked the registered manager to review the number of items displayed around the home and stored in some rooms. Where surfaces are cluttered, this may impede the effectiveness of the cleaning regime. The day after the visit the registered manager told us that this had been completed.

The registered manager was also asked to review with the provider, the colour coding for cleaning materials and equipment in line with the National colour coding for cleaning materials and equipment, (Department of Health, 2013).

- 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 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.