

Baystone Limited

Cranford Residential Home

Inspection report

15 Cranford Avenue
Exmouth
Devon
EX8 2HS

Tel: 01395263295

Date of inspection visit:
12 January 2022

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02 February 2022

Ratings

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

Overall summary

Cranford Residential Home is a 25 bedded residential service located in Exmouth in Devon, registered to provide accommodation and personal care to older people some of whom may be living with dementia. The building comprises of two floors with a communal lounge, dining room on the lower floor and accessible extensive gardens. At the time of the inspection 16 people were living at the service.

We found the following examples of good practice.

Safe arrangements were in place for people's relatives and professionals visiting the service. This included reviewing evidence of a confirmed negative lateral flow device (LFD) test result, recent polymerase chain reaction (PCR) test result, vaccination against COVID-19, requirements to show a COVID-19 pass, completion of a risk assessment at point of entry and the wearing of personal protective equipment (PPE) in line with government guidance and hand sanitisation.

Policies, procedures and risk assessments relating to COVID-19 were up to date which enabled staff to keep people safe.

The provider had identified a designated indoor area away from the main building for visitors to undertake lateral flow testing and await results.

There was a leaflet available for visitors explaining the testing process and rationale.

The service was clean and fresh, the service had dedicated ancillary staff who carried out a number of additional tasks, such as cleaning of regular touch points surfaces. Regular infection control audits took place and actions had been followed up when required.

The service introduced infection control grab boxes for deployment should any people become unwell. These boxes contained all essential infection control cleaning materials and a supply of PPE.

All staff had received training and followed correct processes for using PPE and maintaining infection control standards. The provider ensured a sufficient stock of appropriate PPE and there was signage to remind staff and visitors about the correct guidance for donning, doffing and disposing of PPE.

A recent hand washing audit had taken place. The registered manager had purchased an ultra violet (UV) light device that detected insufficient hand washing techniques and encouraged staff to use it as part of the hand washing audit to reinforce the correct technique and importance of hand hygiene.

The registered manager reported good support from local health professionals and the provider.

The staff felt supported and listened to by the management team.

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 finding below.

Inspected but not rated

Cranford Residential Home

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 12 January 2022 and was announced. We gave the service 24 hours' 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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.