

# Anchor Hanover Group

# Elizabeth Court

## Inspection report

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Date of inspection visit:  
26 August 2020

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## Ratings

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

## Overall summary

Elizabeth Court is a care home providing residential care for up to 59 older people, some of whom were living with dementia. There are five separate living areas each with their own dining room and communal lounges. On the day of inspection there were 44 people living at the service.

We found the following examples of good practice.

Elizabeth Court had been creative with their new admissions process as their website had been updated to provide a short, welcoming video and tour for potential residents. This meant that people could get a good view of the home and its features and see the Registered Manager herself, as well as having a discussion by telephone.

Staff came up with innovative solutions to the communication difficulties posed by staff having to wear masks in the home. They laminated pictures of themselves smiling which they wore on a lanyard so that the people who live there could recognise them and were reassured.

Staff had been supported with decisions around social distancing by providing them with a traffic light style handout giving ideas on how they could do the same things as before, but in a different way due to the virus, eg. Offering snacks to residents, changing mealtime arrangements, interacting with residents etc.

Staffs wellbeing had been thought of by introducing a "Chill Out" room with easy chairs, inspirational posters, thank you cards and photos of people and visiting children smiling and laughing to raise their spirits. Bowls were placed on a table containing sweets and small gifts for staff to help themselves to as a thank you for their hard work during this period.

# The five questions we ask about services and what we found

We always ask the following five questions of services.

## Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

# Elizabeth 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 26 August 2020 and was announced. 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.

# 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.