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# Glencairn House Retirement Home

## Inspection report

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Glencairn House Retirement Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. The home is registered to accommodate up to 23 older people in one adapted building. Nursing care is not provided by staff in the home. This type of care is provided by the community nursing service. At the time of this inspection there were 19 people living in the home.

We found the following examples of good practice.

Measures were in place to prevent the spread of infection by visitors to the service. All visitors were required to answer questions about their health to screen for Covid-19 symptoms and their temperature was taken on arrival.

The provider had invested in screens to support indoor visiting in the entrance to the home. At the time of our inspection visiting had been paused due to local Public Health guidance. The main doors had been closed due to cold weather. The provider told us they would review the ventilation of this area before visiting restarted.

People were supported to understand the measures that were in place regarding infection prevention and control.

People were supported to stay in touch with their loved ones in ways that were meaningful to them. Staff understood the impact the isolation could have on people and sought to support people's emotional wellbeing. Particular care was taken to support people who needed to quarantine in their room as part of the home's admission process.

Staff were committed to keeping people safe. They had undertaken additional training and understood the importance of wearing appropriate PPE. There were sufficient stocks available including masks, gloves, aprons and hand sanitiser. Sanitisation and PPE stations were placed around the building and this enabled easy access. The provider reviewed risk assessments related to the wearing of cloth masks following advice from the Dorset Clinical Commissioning Group Quality Improvement team.

Additional cleaning measures were in place in line with good practice guidance.

Infection prevention and control audits took place and action plans were developed to follow up on any required actions. This ensured the registered manager had effective oversight of infection control measures.

Regular COVID testing was carried out at the service for both staff and people living there, and contingency

plans were in place in the event of any outbreak of Covid-19 or other emergency.

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**

# Glencairn House Retirement 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 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 12 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 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.