

# Cornwall Care Limited

# Headlands

## 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

Headlands is a residential care home providing personal and nursing care for up to 34 people, some of whom are living with dementia. At the time of the inspection 28 people were receiving support.

We found the following examples of good practice:

- The service allowed people to meet visitors in a designated visitors room. This was accessible from outside the building without visitors moving around the rest of the service. Rigorous procedures were in place to minimise the risk of infection, including requiring visitors to wear and use protective clothing and masks to minimise the risk of infection to people and staff. People and their visitors were provided with a cream tea during the visit.
- Staff had also helped people to stay in touch with family and friends through phone calls, and through the internet. Regular newsletters were sent out to people's family and friends to keep them updated about life at the service. Staff had assisted people to learn to use IT and social media applications so they could keep in touch with family and friends, subsequently without people being dependent on others to help them. Electronic tablets had been donated from members of the local community to help people to stay in touch with friends and family.
- The service had identified an area of the building which could be used for people should they need to isolate, and /or who were admitted to the service. This ensured there was minimal risk from infection to other people at the service. Robust admission procedures were in place, for example, the service requiring documentary evidence of Covid-19 test results before people move in, followed by a period of self-isolation.
- The service was providing a range of social activities for people to help to keep them entertained and occupied. The service had a dedicated activities organiser who provided one to one, and group activities. The service used the grounds of the building well.
- Staff had received suitable training and guidance regarding infection control, and how to respond to the Covid 19 pandemic. Throughout the inspection we observed staff demonstrating suitable knowledge of good infection control practice.
- The service was very clean and had effective cleaning routines to ensure risks were minimised and people were kept safe. Additional ancillary staff had been employed, since the start of the pandemic, to help keep hygiene standards to a high standard.
- The registered manager said staff sickness throughout the period of the pandemic had been minimal. Where necessary the service used dedicated bank staff who did not work in other care settings.

## 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**

# Headlands

## **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 October 2020 and was announced. The service was part of a 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.

We found no concerns in respect to the provider's response to the Covid -19 pandemic, or in general regarding standards of quality and safety.