

Anchor Hanover Group

Elizabeth Court

Inspection report

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22 February 2022

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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

Elizabeth Court provides accommodation, and personal care for up to 59 older people, some of whom may be living with dementia. The service is divided into four living areas, set over two floors. At the time of our visit, 44 people were living at Elizabeth Court.

We found the following examples of good practice:

There were enough staff available to keep people safe and meet their needs. There were vacancies for care staff at the time of our inspection, which meant agency staff were used regularly. However, the registered manager had arranged exclusivity with some local agencies, to ensure that agency staff were dedicated to the service. This meant agency staff got to know people and the risk of cross contamination was reduced.

People who lived at the home were supported to access testing for COVID-19 and to have their COVID-19 vaccinations. If people contracted COVID-19, they were supported to self-isolate in their bedrooms. People were encouraged to take trips out with family members, but also reminded to be cautious when visiting public places. A lateral flow test was carried out on their return.

The service had put measures in place to enable safe visiting. Visitors were required to provide evidence of a negative lateral flow test and to complete COVID-19 screening. Family visits were planned to ensure there were never multiple visitors in the home simultaneously. Professionals visiting the home also had to demonstrate their COVID-19 vaccination status.

Staff took part in a COVID-19 testing regime. Any staff who contracted COVID-19 did not return to work until they had completed an appropriate period of self-isolation.

The premises were clean and hygienic. Additional cleaning had been implemented since the advent of the pandemic and standards of infection prevention and control (IPC) were audited regularly. Staff had access to the personal protective equipment (PPE) they needed and had attended training in its use.

Staff told us they felt supported and could speak with management at any time if they were concerned about COVID-19. They said they were pleased at how well they had coped with the pandemic and by ensuring they followed good infection control processes, they had kept any COVID-19 outbreak within the service to a minimum. In turn, the registered manager said they had been supported by higher management and were able to access other external support or training when needed.

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

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.

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 22 February 2022 and was announced. We gave the service a short notice period 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 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.
- The provider was ensuring people were able to maintain contact with people close to them. They had a variety of ways people could keep in touch. This included through face to face visits in people's rooms, garden visits or video calls.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.