

Copenhill Limited

# Pendruccombe House

## Inspection report

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## Ratings

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

# Summary of findings

## Overall summary

Pendrucombe House is a 'care home' that provides accommodation and personal care for a maximum of 54 adults. At the time of the inspection there were 50 people living at the service. Pendrucombe House is made up of two connected buildings, a residential home and a nursing home.

We found the following examples of good practice.

The management team were continuing to support staff to contain the COVID-19 outbreak at the service. The manager helped to cover shifts with daily oversight and careful management of staffing levels. This meant there had been no staff shortages. Staffing levels were being supported by the use of agency staff and the services own workforce who worked additional hours.

The manager said; "All staff have been great at covering all the shifts as much as possible." This has helped protect people.

The service had identified essential care givers. These are people who can provide companionship, but also additional care and support to a relative or friend. They can visit more often and during periods of COVID-19 outbreak. They must follow the staff testing regime in order to mitigate risk.

The service was following current guidance in relation to visiting care homes during outbreaks of COVID-19. Essential care givers and visits to people in receipt of end of life care were possible. However, the service was currently closed to other visitors. People understood the need for these restrictions and were confident staff were taking appropriate steps to manage the outbreak of the infection. People said; "I understand why they can't come to see us, but it's not too long," "Staff have explained everything to us" and "We have had visits whenever it has been possible including in our bedroom."

We spoke to 11 people living in the service. One said; "My sister-in-law visits us regularly." All the people we spoke with confirmed regular visits had taken place prior to the COVID-19 outbreak.

The service had a committed staff team who ensured people received care and support in a safe and hygienic environment. People were supported in the service in accordance with national guidance. The staff team supported people and their relatives to understand the policies and procedures surrounding protection against COVID-19.

Housekeeping staff had additional cleaning regimes as a result of COVID, such as regular cleaning of high contact touch points and the cleaning of the visiting pod between each visit.

Personal protective equipment (PPE) was available to all staff and visitors. Staff and people living at the service were regularly tested for COVID-19.

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

We always ask the following five questions of services.

### Is the service safe?

**Inspected but not rated**

Inspected but not rated

# Pendruccombe House

## **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 has 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 4 February 2022 and was announced.

# 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.
- The service supported people to receive visitors 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.