

# Anchor Hanover Group Thameside

## Inspection report

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Date of inspection visit:  
26 August 2020

Date of publication:  
11 September 2020

## 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

Thameside is a residential care home providing personal care and accommodation for up to 61 people, some of whom were living with dementia. There were 39 people living at Thameside on the day of our inspection.

We found the following examples of good practice.

The provider had employed three Welfare Assistants who supported people during the COVID-19 restrictions to contact friends and families using technology, such as tablet computers. Staff told us this had helped to reduce the impact on people from not being able to access the local community.

The provider had created an isolation area in preparation for a second wave of COVID-19. Staff had allocated changing areas and bathrooms in this area to change into their uniforms and put on Personal Protective Equipment (PPE).

## 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**

# Thameside

## **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.