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Evergreen Residential Home

Inspection report

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28 January 2021

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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

Evergreen Residential Home is a care home without nursing and is registered to provide accommodation and support for up to 16 people. People living at the service were older people, some of whom were living with dementia or poor health. At the time of the inspection there were 13 people living at the service.

We found the following examples of good practice.

All areas in the service were found to be clean. There were appropriate procedures in place to ensure any infection control risks were minimised. High contact areas were cleaned regularly throughout each shift and cleaning procedures had been reviewed and updated.

Staff were following up to date infection prevention and control guidance to help people to stay safe. The providers had arranged for all staff to receive training on the appropriate use of personal protective equipment (PPE) and additional on-line infection control training had been made available to the staff team.

Cleaning and infection control policies and procedures had been updated in line with Covid-19 guidance to help protect people, visitors and staff from the risk of infection.

The service has good stocks of PPE and the providers routinely worked alongside care staff and ensured best infection control practices were followed.

The providers had installed a temporary visiting area which had a separate entrance for visitors. A clear screen was installed to minimise the risks of infection and an intercom was available to ensure people where safe and comfortable and able to enjoy their visit. Visits were by appointment only and the visiting room was cleaned thoroughly between uses. In addition, WIFI internet was available throughout the service and staff regularly supported people to make video calls to friends and relatives.

People and staff were being regularly tested in accordance with current guidelines. Appropriate admission procedures had been developed and when people returned to the service from hospital they were initially cared for in isolation. No new admissions were planned.

The registered manager communicated regularly with people, staff and relatives to make sure everyone understood the precautions being taken, and how to keep people safe. The registered manager ensured people living in the service, and staff, had access to additional support, including one-to-one meetings and contact by phone, to offer any emotional support needed.

The registered manager kept up to date with appropriate training in infection control. The registered manager ensured all staff had completed training to ensure they knew how to keep people safe during the COVID-19 pandemic and outbreak in the service.

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?

Inspected but not rated.

Inspected but not rated

Evergreen Residential 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 28 January 2021 and was announced.

Is the service safe?

Our findings

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.