

Diamond Care (2000) Limited

# The Chantry

## Inspection report

46-47 Dean Street  
CREDITON  
Devon  
EX17 3EN

Tel: 01363777396

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17 November 2020

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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

The Chantry is a 'care home' registered to provide accommodation and personal care support for up to sixteen people living with a learning disability and/or autistic spectrum disorder. At the time of this inspection 10 people were living there.

We found the following examples of good practice:

The staff were following up to date infection prevention and control guidance to help people to stay safe. There were suitable risk assessments and an up to date infection control policy and procedure in place. The registered manager ensured staff understood why every measure was in place.

Facilities were in place to wash hands or use hand sanitiser on entering and leaving the home. Visitors were supported to wear a face covering when visiting, and wash hands before/after mask use. All visitors were screened for symptoms of acute respiratory infection before being allowed to enter the home and other signs of Covid-19. There was prominent signage and instructions to explain what people should do to ensure safety. Information was easily accessible on arrival or before visits to ensure visitors followed guidance, procedures or protocols to ensure compliance with infection prevention control.

The provider provided training to ensure staff knew how to keep people safe during the Covid-19 pandemic.

Staff supported people to occupy themselves whilst maintaining their safety. Activities had been improvised as people were unable to go out during 'lockdown', which is what they liked to do. For example, a cinema club had been introduced and there had been an increase in in-house activities due to outside entertainers being unable to visit the home.

Staff helped people to stay in touch with their families. Alternative forms of maintaining social contact were used for friends and relatives; for example: keeping in touch using video calls.

The registered manager was communicating with people, staff and family members regularly to make sure everyone had an understanding of precautions being taken, and how to keep people safe.

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?

People were protected by systems in place to prevent and control infection.

Inspected but not rated

# The Chantry

## **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 conducting a thematic review of infection control and prevention measures in care homes. 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. This inspection took place on 17 November 2020 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.