

Anchor Hanover Group

# Augusta Court

## Inspection report

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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

Augusta Court is a residential care home which is registered to provide personal care for up to 46 people. People living at the home had a variety of care and support needs, such as dementia, frailty of old age and physical disabilities. At the time of our inspection, 35 people were living at the home. Augusta Court is a converted residence offering single occupancy en-suite rooms, arranged over two floors.

We found the following examples of good practice:

People were well supported by staff to have telephone and internet contact with their family and friends. The service facilitated face-to-face visits in a manner which minimised the risk of infection spread, such as garden and window visits. An internal visiting area had been created for people to meet. This was accessed directly from an outside area and partitioning screens minimised the risk of infection spread.

The service ensured that visitors to the home were carefully screened so that they did not present a risk to people in the home. Visitors were asked a series of screening questions and had their temperature checked on arrival. Personal protective equipment (PPE) including face masks and aprons were provided for visitors before entering the home.

Plans were in place to isolate people if required, to minimise the risk of COVID-19 transmission, such as new residents admitted from the community. One to one care, activities and high levels of support were provided to those people required to isolate within their rooms.

Staff had received training on how to keep people safe during the COVID-19 pandemic and staff and residents were regularly tested for COVID-19. The building was clean and free from clutter.

Additional cleaning of all areas and weekly auditing of infection prevention processes were carried out. Staff acted quickly to make any improvements needed. The service had good supplies of PPE which were readily available in stations throughout the service.

Effective welfare review and risk assessment processes monitored and supported staff who were clinically vulnerable or who required additional support.

Staff supported people's emotional and social wellbeing. Activities had been planned within the home to positively support people through a period of extreme change to their routines.

## 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**

# Augusta 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 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 3 March 2021 and was announced.

# 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 personal protective equipment 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.