

# Anchor Hanover Group

# Thornton Hill

## Inspection report

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Date of inspection visit:  
21 January 2021

Date of publication:  
25 February 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Thornton Hill is a care home providing nursing and personal care for up to 52 people. The home is split into three units, two of which support people living with dementia. At the time of the inspection there were 37 people using the service.

We found the following examples of good practice.

Procedures were in place to effectively manage and support essential visits to the home. This included a booking system, testing, health screening questionnaire and access to Personal Protective Equipment (PPE).

Local restrictions on visiting were in place at the time of the inspection and alternative measures such as video calls were being used. The home had also allocated a room to allow safe visits when national restrictions allowed.

Systems and processes were in place to safely admit people to the home. There was no movement of residents between the units to minimise risk.

The home was very clean and additional cleaning was in place in high traffic and frequently touched areas.

Policies and procedures in place were up to date and reflected the challenges faced as a result of the Covid-19 pandemic.

## 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**

# Thornton Hill

## **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 21 January 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 admitting people safely to the service.
- 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's infection prevention and control policy was up to date.
- We were somewhat assured that the provider was meeting shielding and social distancing rules.
- We were somewhat assured that the provider was using PPE effectively and safely.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed.

We recommended that the home take action to ensure staff are complying with their policy in particular that staff have bare arms below the elbow.

We recommend that the home carry out regular checks to ensure all sizes of PPE are available and used correctly by staff by way of competency checks.

We recommended that the home review where and when staff take their breaks to ensure they are able to socially distance and follow guidance around use of PPE.

We recommended that the home follows government guidance around monitoring of peoples temperatures.

We recommended that risk assessments for staff are reviewed.

We have also signposted the provider to resources to develop their approach.