

Tanglewood Care Services Limited

Sandpiper Care Home

Inspection report

16 South Street
Alford
LN13 9AQ

Tel: 01507462112

Website: www.tanglewoodcarehomes.co.uk

Date of inspection visit:
01 December 2020

Date of publication:
17 December 2020

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Sandpiper Care Home is a service without nursing for up to 30 people. At the time of the inspection 21 people were living in the service.

We found the following examples of good practice.

- The provider ensured there was sufficient stock of Personal Protective Equipment (PPE) in place including masks, visors, gloves, aprons and hand sanitiser. PPE stations were located throughout the service. Staff had access to PPE and were observed wearing this in line with national guidance.
- There was a system in place for staff entering the building. A side entrance was used to access the building minimising contact with other staff or people. Staff changed clothing, use handwashing facilities and don PPE before interacting with people.
- There was an enhanced cleaning programme in place at the service and the service was visibly clean and well maintained. The housekeeping team wiped high use touch points throughout the day to reduce the spread of infection. Additional cleaning took place during the evening and night to ensure continuous cleaning was maintained.
- Systems were in place to ensure COVID-19 positive equipment or objects were not cross contaminated. This included sealing objects in boxes or bags before transportation.
- A recent outbreak of COVID-19 at the service had been managed well and the plans in place to support people had been utilised safely. The service supported people to isolate in their bedrooms to reduce the spread of the infection.
- The service followed the current guidelines for care home testing, an enhanced testing regime was implemented during the outbreak. This was to ensure if people or staff had contracted COVID-19, it was identified, and measures put in place in a timely way.
- Staff were trained in infection prevention and control (IPC). This included donning and doffing training, this is how to put on and remove PPE.
- Infection control policies had been updated to reflect current national guidance. Information and guidance were available to staff, relatives and people living in the service relating to COVID-19 and infection control.
- People admitted to the service were supported in line with government guidance on managing new admissions during the COVID-19 pandemic. The provider put in place risk assessments clearly identifying people at high risk of COVID-19 and the measures in place to support them. This meant staff had clear guidance on how to support people during COVID-19.
- People were supported to keep in touch with their relatives. The provider had encouraged window visits for people.
- Arrangements were in place to support people who were receiving end of life care to ensure relatives could access the home, including full PPE supplied. These measures meant people and their relatives could safely spend time together.

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?

We were assured that this service met good infection prevention and control guidelines.

Inspected but not rated

Sandpiper Care 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 01 December 2020 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 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.