

Sanctuary Home Care Limited

Pennefather Court

Inspection report

Croft Road
Aylesbury
Buckinghamshire
HP21 7RA

Tel: 01296484810

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21 February 2022

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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

Pennefather Court is a care home which can provide accommodation and support for up to 15 people with physical disabilities. Twelve people were living there at the time of our inspection.

We found the following examples of good practice.

Visitors were asked to provide evidence of completing a lateral flow (rapid result) swab test on the day of the visit, or they could have one carried out on arrival. There was a testing area in a separate part of the building where this could be done. Visitors were also asked to provide evidence of their vaccination status.

There had not been any admissions during the pandemic. A person was due to visit the service the day after this inspection, to look around. The registered manager described appropriate measures to make sure the person and other people at the home were kept safe, such as lateral flow testing and observing social distancing.

Staff had access to personal protective equipment (PPE) to protect themselves and others from the risk of infection. PPE was available around the building. Training had been undertaken on correct use and disposal of PPE. The home had not experienced any issues in obtaining supplies of PPE during the pandemic.

There had been regular testing of staff and people living at the home.

The home had not experienced any positive cases of coronavirus during the pandemic. People were able to isolate in their rooms, if necessary.

The registered manager told us risk assessments had been carried out at the start of the pandemic, to protect staff who may be clinically vulnerable and at higher risk if they contracted COVID-19. There had not been any disruption to people's care as a result of staff needing to shield from work.

There were policies and procedures to provide guidance on safe infection prevention and control practice. Audits were carried out to check standards were being maintained.

The home was kept clean and there was good ventilation. We found some minor hygiene issues which were attended to straight away. These were providing a dispenser for paper towels in one of the bathrooms and removing mugs and drinking water from the laundry.

The provider had put measures in place to promote well-being of staff. This included access to an employee assistance programme and access to mental health workshops for all staff.

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

Pennefather 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 21 February 2022 and was announced. We gave the service two days' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 making sure infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.

Visiting in care homes

Arrangements for people visiting the service were in line with government guidance, to ensure people could keep in contact with family and friends. There was a lounge with an entrance separate to the rest of the building which visitors could use. Families had been contacted to see if they wished to be an identified essential care giver. Essential care givers can visit the home to offer companionship or help with care needs.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.