

The Royal National Institute for Deaf People

RNID Action on Hearing Loss 16 Pendean Court

Inspection report

16 Pendean Court
Barras Cross
Liskeard
Cornwall
PL14 6DZ

Tel: 01579340230
Website: www.rnid.org.uk

Date of inspection visit:
19 February 2021

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Ratings

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

Overall summary

Pendean Court is a residential care home that was providing personal care up to eight adults with hearing loss, some of whom had a learning disability or a physical disability. At the time of this inspection seven people were living at the service.

We found the following examples of good practice.

The service was clean, hygienic and uncluttered in appearance. Effective cleaning routines had been put in place to ensure infection control risks were minimised and people were kept safe. High contact areas were cleaned regularly throughout each shift and cleaning procedures had been reviewed and updated.

All staff had completed online infection prevention and control and Covid-19 training. In addition, the infection control lead carried out competency checks with staff to ensure they understood the online training and were using PPE correctly. The service had maintained good stocks of PPE and managers routinely worked alongside care staff to help ensure best infection control practices were followed.

The registered and deputy managers communicated regularly with people, staff and relatives to make sure everyone understood the precautions being taken, and how to keep people safe. Staff kept in touch with families by regular telephone and video calls. Due to the current national lockdown relatives were not visiting people inside the home. The registered manager was in discussion with people and their families about how best to resume visiting.

There was a designated area, in the lobby of the premises, to enable visiting professionals and staff to sanitise their hands, have their temperature taken and put on PPE. There were PPE stations throughout the service and suitable waste bins were in place for the depositing of used PPE.

Appropriate testing procedures for Covid-19 had been implemented for all staff, and people who used the service, following national guidance regarding the frequency and type of testing.

In consultation with each person's GP individual risk assessments had been carried out to identify people who were at increased risk of Covid-19. Appropriate measures had been put in place to reduce the risk for people who had been assessed as being more vulnerable. For example, reducing the number of different staff who provided personal care for them.

The service had updated their infection control policy in response to the pandemic. Specific Covid-19 policies had also been developed to provide guidance for staff about how to respond to the pandemic. These policies were kept under continuous review as changes to government guidance was published.

The service had a contingency plan to reduce the risk of cross infection should there be an outbreak of Covid-19 at the service. This included the potential for cohorting people within zones and separating staff

teams.

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

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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 19 February 2021 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.