

Anson Care Services Limited

Harbour House

Inspection report

Penberthy Road
Portreath
Redruth
Cornwall
TR16 4LW

Tel: 01209843276

Website: www.anson-care-services.co.uk

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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

Harbour House is a residential care home that provides accommodation and care for up to 20 predominantly older people. The service is a detached two-storey property, with a wheelchair accessible lift, set within its own grounds.

We found the following examples of good practice.

Staff were following current infection prevention and control guidance to help people to stay safe. All staff had received training on the appropriate use of personal protective equipment (PPE) and additional training on infection control practices. Staff were using PPE effectively during our inspection and this equipment and guidance on management of infection control risk was readily available throughout the service.

The service had good stocks of PPE and the provider had purchased additional equipment including higher specification masks and visors for use in the event there was an outbreak within the service. The new manager and deputy manager regularly worked alongside care staff and ensured best infection control practices were followed.

The service was clean and well maintained. Housekeeping staff were now on duty every day and there were appropriate cleaning procedures in place. High contact areas were cleaned regularly throughout all shifts and night staff were also completing additional cleaning of the service's communal areas.

The service was closed to visitors at the time of the inspection as there was a national lockdown in place. Appropriate arrangements were available to enable relatives to visit the service safely. Garden and window visits had been used effectively during the summer and a full height clear screen was available to enable visits to be completed in the service's lobby area while minimising infection control risks. Visits were by appointment only and the visiting area was cleaned thoroughly between each use. In addition, staff regularly supported people to make video calls to relatives and friends.

Appropriate admission procedures had been developed and everyone who moved into, or returned to the service from hospital was initially cared for in isolation. Regular testing of staff and people who used the service was completed in accordance with current guidance.

People were able to access the service's communal areas if they wished, however most people chose to spend their time in their rooms. The service's infection control policies had been reviewed and updated in response to the Covid-19 pandemic and appropriate plans and procedures had been developed detailing how an outbreak of the infection would be managed.

The new manager communicated regularly with people, staff and relatives make sure everyone understood the precautions being taken, and how to keep people safe.

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

Harbour House

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 27 January 2021 and was announced.

Is the service safe?

Our findings

- 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.