

Anchor Hanover Group

Thomas Henshaw Court

Inspection report

105 Norwood Road
Southport
Merseyside
PR8 6EL

Website: www.anchor.org.uk

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13 January 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

Thomas Henshaw Court is a non-nursing care service which offers support for older adults. It is a purpose-built facility set over three floors. Accommodation comprises of self-contained flats inclusive of a bathroom and kitchenette. The service is registered to accommodate 44 people with dementia and/or old age,

We identified prior to the inspection that 7 people living in the service had tested positive for COVID-19.

The service had made the decision that until none of the people living in the service were testing negative for coronavirus no new admissions would be undertaken. The service supported people and their relatives to understand the isolation processes and how the service could help to alleviate them feeling lonely, such as calls with friends and loved ones and dedicated support time from staff members.

People were supported to understand and comply with visiting and social restrictions in line with all best practice guidance and this is communicated and updated as needed.

The service supported people to follow social distancing, isolating and hygiene practices as much as possible.

Disposal of used PPE prevents cross-contamination and followed relevant protocols, in particular single use items and how PPE is disposed of safely.

Risks associated with the use of agency staff have been identified and mitigated. The service has arrangements to ensure that agency staff are not working in multiple settings.

The staff demonstrated a good understanding of what and how to access local IPC resources (e.g. local health protection team) when they thought they needed advice and support

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 as a designated care setting.

Inspected but not rated

Thomas Henshaw 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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 13 January 2022 and was announced. We gave the service 24 hours of 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. Records were available and staff confirmed that their immunisation status and recent tests were monitored. This action assisted in ensuring that service was able to take rapid and appropriate action when people received a positive test.

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. All visitors must present a COVID pass and a confirmation of a negative test undertaken within 24 hrs on entry to the building. This is checked by staff and recorded on a survey when visitors sign in. Essential carers were also supported to be appropriately trusted and visit their relatives.

- We were assured that the provider was meeting shielding and social distancing rules. The provider had rearranged communal areas to provide social distancing and made good use of the various communal areas available. Staff were aware of the need to maintain social distancing.

- We were assured that the provider was admitting people safely to the service. There service had an admittance procedure, this included ensuring that a recent negative result for coronavirus had been recorded before admittance was agreed. At the time of the inspection there were seven service users with a positive result cared for in isolation. In order to maintain safety they had had made the decision to close to any further admittances and restrict visitors this had been explained to people waiting to move into the service.

- We were assured that the provider was using PPE effectively and safely. There was enough PPE available for staff and visitors. Throughout the service there was PPE readily available for staff to replace as needed. The manager ordered PPE on a weekly basis to make sure stocks remained in date before usage. PPE was available outside people being isolated bedrooms in boxes. However, those boxes can and in one instance be moved meaning that easy availability to PPE in the event of an emergency for the person isolating could be disrupted.

- We were assured that the provider was accessing testing for people using the service and staff. Testing was in place for all staff when they commenced their shift. Testing practice was normally lateral flow test (LFT) twice a week and a polymerase chain reaction (PCR) weekly. We advised the service to check the latest guidance which recommended testing for LFT for staff three times a week.

- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. This included provision to make sure that staff worked in one specific area. Cleaning, laundry and

food services had been re arranged to ensure that staff attended those in isolation separately to other people living in the service.

- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The registered manager sought advice appropriately and followed external infection control advice when received.
- We were assured that the provider's infection prevention and control policy was being updated. The policy was available for all staff and regular updates were made available to make sure staff were aware of best practice.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance. All visitors were checked on entry that they were up to date with vaccinations and had tested negatively within last 24 hours. Logs were kept of any testing and monitored to make sure that the service would be able to plan and mitigate any risks.

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. Checks were in place and logs of staff vaccination status including boosters were recorded and monitored. Where staff had not yet received a booster vaccination the service encouraged them to undertake the latest vaccination.

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