

Atlantis Care Ltd

# Atlantis Care Home

## Inspection report

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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

Atlantis Care Home is a residential care home providing personal and nursing care to 19 older people at the time of the inspection. The service can support up to 20 people who may need support with their physical and mental health and may be living with a dementia.

We found the following examples of good practice.

There had been an outbreak of Covid-19 at the service. However, the service was now out of isolation. During the outbreak the registered manager had communicated with people, staff and families regularly to ensure everyone understood the measures put in place to help keep people safe.

The service had sufficient supplies of Personal Protection Equipment (PPE) and was available throughout the service. This included an emergency pack in case of any future shortages. Signage was in place throughout the service regarding the requirement for wearing PPE and included doffing and donning of PPE safely. Additional information was provided on what PPE needed to be worn when a person was assessed as being at higher risk of infection.

Staff came to work wearing their own clothes then changed into their uniforms in a designated room. This helped to reduce the risk of infection because staff did not enter areas of the home, where people lived, until wearing appropriate PPE..

The registered manager and staff had worked closely with external healthcare professionals to enable people to have access to the appropriate health care and equipment.

The service was clean and hygienic. Additional cleaning schedules and audits were in place to ensure all infection control risks were minimised and people were kept safe. There were supplies of anti-bacterial wipes around the service to enable staff to clean surfaces and any areas, including bathrooms, they had used. This was in addition to the increased cleaning routines. There were posters around the service to prompt and remind staff about the infection control procedures in place. All high contact areas were cleaned regularly throughout the day and night staff also had a cleaning routine. Staff were required to sign to say when high touch point cleaning had been completed.

Procedures were in place regarding self-isolation for people and staff, if they showed symptoms of Covid-19, or who were admitted to the service from the community or other health care provision. The admission procedure had been updated and developed to reduce the risk of infection from Covid-19. Specific Covid-19 policies had also been developed to provide guidance for staff about how to respond to the pandemic and the outbreak. These policies were kept under continuous review as changes to government guidance was published.

Since the new Covid-19 restriction for visitors had been changed the service had developed new guidance. This included one designated visitor for each person living in the service. All visitors were required to make

appointments and a designated room was made available for visitors and people living in the service. This room had a separate entrance for visitors, so they did not enter the home and had a clear perspex screen to further help to protect people. Friends and families were provided with the updated policy detailing the new restrictions. Where visiting was permitted inside the service for compassionate reasons, for example, for people receiving end of life care, suitable infection control procedures were in place. Visitors were screened for Covid-19 prior to entering the service. Visitors were required to wear PPE at all times.

People were supported to speak with their friends and family using IT and the telephone as necessary.

Appropriate testing procedures for Covid-19 had been implemented for all staff and people who used the service and followed national guidance regarding the frequency and type of testing. Arrangements had been made to enable people and staff to access the vaccine.

Infection control policies and procedures had been updated in line with the national guidance relating to Covid-19. Staff had completed online infection prevention and control and Covid-19 training. The registered manager had completed additional Covid-19 training and passed this training onto staff. Infection control competency checks were carried out by senior staff. The registered manager worked with care and domestic staff teams to ensure infection prevention and control measures were followed.

The registered manager had been well supported by the Human Resource manager within the service and from the registered provider. Agency staff were not used though the service did use some local authority staff during their outbreak, to ensure the service had sufficient staff on shift to support people. However, they were kept to a minimum as the regular staff changed shifts to cover and provide continuity of care.

The registered manager had completed risk assessments regarding the environment and risks to staff and people who used the service. The registered manager was aware of staff members who were at increased risk from Covid-19 and risk assessments had been completed to support higher risk staff.

The provider had a detailed contingency plan to manage any further outbreak of Covid-19.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

### Inspected but not rated

Inspected but not inspected

# Atlantis 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 who had been in outbreak of COVID-19, 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 23 March 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.