

Mellandene Limited

# Cassandra House

## Inspection report

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23 September 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

Cassandra House provides care and accommodation for up to 43 older people some of whom are living with dementia. Accommodation is split over two levels, there are four communal lounges, a dining room and a conservatory for people to use. There were 31 people living at the service at the time of the inspection.

We found the following examples of good practice.

The provider had clear signage in place for safe visiting procedures, they had installed hand washing facilities at the entrance of the building to ensure effective hand hygiene from any visitors.

The provider had used reflective practice to review outbreaks of COVID-19 and used the findings to develop and improve practice.

The provider had used the COVID-19 pandemic to recognise and learn how to improve the service in the future. For example, ensuring visits are taken place in appropriate places and not disrupting other people living at the service and having accommodation available for any future outbreaks.

## 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**

# Cassandra 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 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 23 September 2022 and was announced. We gave the service 24 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 supporting people living at the service to minimise the spread of infection.
- 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 responding effectively to risks and signs of infection.
- 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.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. This was due to some areas of the building requiring attention such as doors, handrails and walls that were damaged or chipped. The registered manager was aware these required attention and was going to start a programme of decoration.

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

### Visiting in care homes

- People were supported to have visits from family and friends in a safe manner in line with government guidance.