

Ashdown Care Limited

# Knappé Cross Care Centre

## 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

Knappe Cross Care Centre provides care and accommodation for up to 42 older people. The home is a detached house set in its own beautiful grounds in the seaside town of Exmouth, in the coastal area of East Devon. At the time of the inspection there were 35 people living at the home with two of those in hospital.

We found the following examples of good practice.

The staff were following infection prevention and control guidance to help people to stay safe. The home was a very large, spacious building which enabled people to remain isolated safely in their rooms and staff to work safely. There had also been new staff break out areas created with allocated break times to promote social distancing. Staff knew people well and knew how to support them. The registered manager was working with the Clinical Commissioning Group (CCG) and local authority to ensure staffing levels remained satisfactory. Shifts were covered and people's needs were being met. Domestic shifts had been covered by the maintenance team and the home was very clean and fresh with no odours. There was a small laundry which was clean. We advised that the laundry coming in was not allowed to build up and to ensure the clinical bags it was in remained intact. It had been difficult to maintain as much social engagement with people during their isolation with the one activity co-ordinator. However, the deputy manager was ensuring social engagement and wellbeing support was being recorded separately to monitor how people were feeling. The communal areas were not being used at this time.

There was enough managerial support to ensure there were enough staff to enable good governance, and staff available to give medicines safely. Agency staff had been used from the local authority to cover some shifts and recruitment was ongoing with some staff already in place to start employment when their checks were completed.

Staff were allocated to support named people to minimise cross contamination. Those people living with dementia were supported safely and there had been no issues with people independently mobilising outside of their rooms. The deputy manager was ensuring that people had every comfort available in their rooms and regular reassurance.

There were clear risk assessments and staff were following the correct procedures. For example, staff were not car sharing and were social distancing, including for staff breaks. Staff were also ensuring they were following safety guidelines in their home lives to further protect the people they supported. The management team were formally confirming that staff were not working elsewhere or car sharing. The provider was not accepting any new admissions at this time but were aware of the correct admission processes. When people from the home were discharged from hospital, they were following the correct procedures as well as ensuring they had the staff capacity to care for them safely before accepting the discharge.

The provider had provided training to ensure staff knew how to keep people safe during the COVID-19

pandemic. There were posters and guidance accessible at the service. The registered manager and senior staff ensured staff understood why every measure was in place and there were regular updates and reminders including during daily handovers.

There was a good stock of the correct PPE and staff knew what to do. Each floor had plenty of PPE stations and staff knew to change masks if they were touched or soiled, and otherwise used them sessionally. Each room had separate laundry and waste bins. Staff were a close-knit group and were well supported. The provider and registered manager were very supportive in a difficult situation and staff said they felt well supported and valued for working additional hours. Their focus was on ensuring the people they cared for were as safe as possible and had their needs met. The registered manager and deputy manager were available in the home to support staff as well as on call. The provider had supported staff by communicating regularly and providing treats and food for staff, including those living in staff quarters on site.

Staff helped people to stay in touch with family and friends through phone and video calls but this was particularly difficult at this time. The registered manager was talking to families as much as possible and working with the local council to ensure supportive communication was maintained whilst focussing on people's care needs. The home were unable to welcome any visitors at this time but were well prepared for safe visiting as soon as possible.

Further information is in the detailed findings below.

## 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.

**Inspected but not rated**

# Knappe Cross Care Centre

## **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 coronavirus, 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.

We were assured that this service met good infection prevention and control guidelines.

This inspection took place on 15 December 2020 and was announced.

## Is the service safe?

### Our findings

S5□ 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.

There are regular meetings with CQC and the wider multi-disciplinary team to further support the home at this time.