

# Hometrust Care Limited

# Silver Howe

## Inspection report

Dalton Drive  
Kendal  
Cumbria  
LA9 6AQ

Tel: 01539723955

Date of inspection visit:  
09 February 2021

Date of publication:  
08 March 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Silver Howe is a residential care home that provides personal care and accommodation for up to 30 people. The home is situated close to the town centre of Kendal and at the time of this inspection there were 29 people living here. The accommodation also includes a designated seven bed unit for people living with dementia.

We found the following examples of good practice.

The provider had very robust procedures for preventing visitors from catching or spreading infection. Prior to anyone entering the building a range of checks were completed including taking temperatures and completing a risk assessment. Visitors were able to spend time seeing and speaking with loved ones in a suitable safe space by arranged appointments. Families had been supported to spend time with people at the end of their lives in a safe and dignified manner.

People who required isolating were supported in designated rooms and could access a personal lounge/social area. A dedicated team of staff were also allocated who could support all their needs. People had access to and were supported in the use of technology for Zoom or Facetime calls to keep in touch with friends and family.

The registered manager followed safe procedures when people were admitted to the home. Regular home testing was in place for both people who used the service and for the staff working there. People received a negative COVID-19 test result before they moved into the home and were supported to self-isolate in their rooms in line with current guidance and recommended practices.

Staff had been trained in infection control practices as part of their induction and further training had been completed with an external trainer to include any changes relevant to COVID-19. The home was clean and hygienic. There was a designated cleaning staff team and audits on cleanliness and infection prevention and control were completed.

People had been supported to access their own GP via virtual calls as and when they needed to. People had also been supported to be seen by the community nurses to receive care and treatment as they required. The registered manager had kept up to date with national guidance on working safely in care homes and had regularly shared best practice with the staff. They had robust and up-to-date infection prevention and control policies and procedures in place.

## 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**

# Silver Howe

## **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 9 February 2021 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.