

Mrs T Hibberd

# Dennyshill Care Home

## Inspection report

Glenthorne Road  
Duryard  
Exeter  
Devon  
EX4 4QU

Tel: 01392259170

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10 November 2020

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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

Dennyshill Care Home is a care home registered to provide accommodation and nursing or personal care. Dennyshill Care Home is registered for up to 9 people. The home provides spacious accommodation over one floor. Communal facilities include newly refurbished bathrooms and kitchen diner, spacious lounge and outside decking area with a large, accessible garden.

We found the following examples of good practice.

The staff were following infection prevention and control guidance to help people to stay safe. This is a small home with a long standing, small and loyal staff team who know the people they support very well. Staff all talk very regularly, and the registered manager/provider lives on site. There are 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.

There were clear risk assessments and staff were following the correct procedures. The provider was ensuring some policies were formalised in writing. This included what to do if there was a case of Covid-19 within the service, formally documenting equipment cleaning and an admission policy. The provider said however, they did not intend to take any further admissions during the pandemic. The service is currently supporting 7 people. This meant there were rooms available if people currently choosing to share a room needed to isolate. This also enabled the provider to provide a PPE area where staff could access PPE and don and doff.

The provider had provided training near the start of the COVID-19 pandemic to ensure staff knew how to keep people safe. The provider planned to access further refresher training. Staff were a close-knit group and were well supported, having had a post lockdown bonus and various support and treats to maintain good morale and wellbeing. The provider clearly valued staff for their continued good work and had staff available to cover shifts if necessary. No agency staff worked at the home and all staff solely worked at Dennyshill. This minimised the risk of staff spreading infection between homes. Staff took pride in maintaining people's safety as much as possible and because they all understood each others' home situations and vulnerabilities.

People's wellbeing was maintained. There was lots of engagement as well as promoting social distancing to maintain safety. For example, one person with some cognitive impairment was invited to sit in areas with furniture placed easily for social distancing. Staff provided additional one to one activity with people in their rooms and visited them frequently. They all knew each other well and enjoyed spending time together. One person enjoyed going out for a drive. Staff helped people to stay in touch with family and friends through phone and video calls. Visitors could also book appointments to visit people in a safe way. The provider knew those relatives who visited well and kept family and friends updated.

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

We always ask the following five questions of services.

### **Is the service safe?**

People were protected by systems in place to prevent and control infection.

**Inspected but not rated**

# Dennyshill 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 10 November 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

## 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.