

# Quantum Care Limited

# Anson Court

## Inspection report

Shackleton Way  
Welwyn Garden City  
Hertfordshire  
AL7 2FF

Tel: 01707379700

Date of inspection visit:  
21 October 2020

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02 November 2020

## 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

Anson Court is a 'care home' providing accommodation and personal care. It is registered to provide a service for up to 75 people. The service was supporting 72 people at the time of the visit.

We found the following examples of good practice.

- The service had introduced video calls to help people stay in contact with their families and friends. Letters and cards were sent and a social media page was set up so relatives could see their family members participating in events and activities. When visits were safe to go ahead, there were effective systems in place to facilitate these.
- The individual units were being managed as social bubbles so people living on those units could enjoy a range of activities together and eat meals together. Staff mainly worked on the same units to reduce the risk of cross infection and to establish relationships with people.
- The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID 19.
- When a person was new to the home or returning from hospital, they isolated for a set period of time, even if they had a negative test. Guidance on isolation dates was displayed so the person and staff knew how long this needed to be. Staff were clear on what it meant to isolate.
- Staff received training and told us they felt supported and equipped for their roles.

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 the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Anson Court

## **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 21 October 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 not assured that the provider was using PPE effectively and safely. We have signposted the provider to the appropriate guidance.
- 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.