

Cornwall Care Limited

Trevarna

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

Trevarna is a care home with nursing which provides care and support for up to 53 predominantly older people. People living at Trevarna had physical health needs and mental frailty due to a diagnosis of dementia. At the time of this inspection there were 49 people living at the service.

We found the following examples of good practice.

The management team were continuing to support staff to contain the COVID-19 outbreak at the service. Daily oversight and careful management of staffing levels had meant staff shortages had been managed effectively. Staffing levels were being supported by the use of agency staff and the services own workforce worked additional hours. In recognition of this additional commitment staff are offered a bonus and those working additional hours are paid overtime. The deputy manager said, "It's important we get the staff on board and they have all worked so hard".

The service was following current guidance in relation to visiting care homes during outbreaks of COVID-19. Essential care givers and visits to people in receipt of end of life care were possible. However, the service was currently closed to other visitors. People understood the need for these restrictions and were confident staff were taking appropriate steps to manage the outbreak of the infection.

Four relatives we spoke with told us they understood the need for the restrictions in place, and were confident staff were taking appropriate steps to manage the outbreak of the infection. One person was a designated essential care giver. This is a person who can provide companionship, but also additional care and support. They can visit more often and during periods of COVID-19 outbreak. The essential care giver told us, "I am so glad I can help [person's name] every day with lunch" and "They [staff] are tremendous. A great team". Other relatives we spoke with told us, "Always keep me informed and up to date," "Great communication and carers are wonderful," "I have total peace of mind. They go over and above and during this time they keep us updated on how things are going" and "Staff are excellent".

The service had a committed staff team to ensure people received care and support in a safe and hygienic environment. People were supported in the service in accordance with national guidance. The staff team supported people and their relatives to understand the policies and procedures surrounding protection against COVID-19.

Additional cleaning protocols were in place to ensure all high touch points were regularly sanitised.

Personal protective equipment (PPE) was available to all staff and visitors. Staff and people living at the service were regularly tested for COVID-19. Visiting was taking place according to current government guidance.

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 findings below.

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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 14 January 2022 and was announced. We gave the service one days' notice of the inspection.

After the inspection we spoke with four people's relatives to gain their feedback on the service performance and visiting arrangements.

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 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.