

Avery Homes Hanford Limited

Hanford Court Care Home

Inspection report

Bankhouse Road
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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

About the service

Hanford Court Care Home provides accommodation and personal care for up to 61 older people. At the time of the inspection there were 51 people using the service.

We found the following examples of good practice.

- There was a booking system in place which had been implemented after consultation with people and their relatives. The visits were restricted to one person, the visiting room was accessed directly from outside the building and time was set aside to ensure the area was thoroughly cleaned between each visit. The provider had continued to look at ways to develop and were in the process of implementing an electronic booking system for visits.
- The registered manager had carried out regular wellbeing assessments for people who used the service to ensure signs to suggest there had been a deterioration in their mental health were identified and acted on.
- Discussions had been held with staff to reduce their anxieties and risk assessments were carried out with staff who were at high risk to ensure their safety when supporting people. The provider had implemented an emotional support helpline for staff to access if required.
- There was a consistent staff group at the service, who had been trained in different roles to ensure there were enough staff available to support people. This had been part of the provider's contingency plan to ensure staff movement between services was decreased to lower the risk of cross infection.
- The provider had made the decision to keep some vacancies to ensure they had extra rooms to allow for movement and zoning of people if there was an outbreak within the service.

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

Hanford Court 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 20 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 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.