

# Stonehaven (Healthcare) Ltd

# Primrose House

## Inspection report

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29 January 2021

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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

Primrose House is a service which provides care and support for up to 30 older people, some of whom are living with dementia. At the time of the inspection there were 21 people living at the service. The home is purpose built with communal spaces and bedrooms on each of the three floors.

We found the following examples of good practice.

Staff were aware of the correct personal protective equipment (PPE) they needed to wear to keep people and themselves safe. Staff confirmed they had not run low on stocks.

Staff were observed wearing PPE throughout the building and throughout the inspection.

Staff had training and support to understand the fundamentals of infection control and Covid 19. There was a contingency plan for if the service had an outbreak.

All visitors were only allowed into the home once they had declared their health status, provided their contact details and had their temperature checked. The provider had a separate visiting room just inside the main entrance. This meant families could visit without having to enter any of the communal areas. Visits were via prior appointment, and two per day were planned in. These had been temporarily stopped due to the new variant. We signposted the provider to national guidance about visiting for care homes.

Visits from family members had also included window visits and contact via phone and video calls. The exception being for people were at end of life care. In this instance family were supported to visit. This was done with full PPE provided and testing of those who would be visiting.

Staff testing was working well, and the service had completed a vaccination programme for people and staff.

Cleaning schedules had been increased to ensure high touch points were being cleaned. A new cleaner had been employed and this meant cleaning would be covered throughout each day and evening.

## 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**

# Primrose House

## **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 29 January 2021 and was unannounced.

# 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 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 that the provider was promoting safety through the layout and hygiene practices of the premises.

We have also signposted the provider to resources to develop their approach.