

Crescent Care Home Cornwall Limited

The Crescent Residential Care Home

Inspection report

1 Island Crescent
Newquay
Cornwall
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Tel: 01637874493

Date of inspection visit:
13 April 2021

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11 May 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Crescent provides accommodation with personal care for up to 15 people who are living with mental health needs. There were 15 people using the service at the time of our inspection. The service is situated in the centre of Newquay and is a corner property accommodating people using the service over three floors. People using the service do not require additional support equipment.

We found the following examples of good practice.

Throughout the inspection we observed all staff were wearing the correct level of Personal Protective Equipment (PPE). We had been alerted to staff not adhering to social distancing guidelines. The registered manager acknowledged this had occurred on one occasion and took immediate action to address the issue.

The building was clean, and there were appropriate procedures to ensure any infection control risks were minimised. Cleaning and infection control procedures had been updated in line with Public Health England (PHE) Covid-19 guidance to help protect people, visitors and staff from the risk of infection.

Signage and information posters were in evidence at the entrance to the home to inform visitors of the procedures to follow. The service had supplies of personal protective equipment (PPE). People visiting the service were screened by a staff member before entry. This included temperature checks with consent before accessing the service.

People had the choice to remain in their own rooms and use communal areas as they wished. Where people wanted to go out, they were supported by a staff member and wore masks in the community settings.

There was a contingency plan in place including supporting people needing to isolate in order to keep people safe. There were appropriate audit and quality assurance systems in place to effectively manage infection control measures.

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

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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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 13 April 2021 and was unannounced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was meeting shielding and social distancing rules. We had been alerted to staff not adhering to social distancing guidelines. The registered manager acknowledged this had occurred during an Easter activity and took immediate steps to address the issue. We have also signposted the provider to resources to develop their approach.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- 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.