

Liskeard Eventide Home Limited

# Liskeard Eventide Home

## Inspection report

14 Castle Street  
Liskeard  
Cornwall  
PL14 3AU

Tel: 01579342676

Date of inspection visit:  
25 March 2021

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14 April 2021

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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# Summary of findings

## Overall summary

Liskeard Eventide Home is a registered care home providing accommodation and personal care for up to 26 older people. At the time of our inspection there were 24 people living at the service.

We found the following examples of good practice.

The home was clean and hygienic in appearance. There were appropriate procedures to ensure that infection control risks were reduced. For example, in the communal areas the furniture was arranged to enable social distancing with seats removed from the main lounge and side tables placed between the chairs. Increased cleaning schedules ensured that communal areas and high touch points around the home, such as light switches and hand rails, were cleaned regularly.

Infection control policies and procedures had been updated in line with the national guidance relating to COVID-19 and staff were provided regular updates to ensure they were following best practice recommendations. Staff were required to sign to say they had read and understood the policies and procedures. The training for staff regarding infection control had been updated to include guidance relating to COVID-19.

Audits and risk assessments had been carried out to identify areas where action was needed to increase the control of infection. Actions had been completed within agreed timescales. The registered manager had completed formal risk assessments for each staff member regarding their level of risk from COVID-19 and appropriate action taken to reduce the risk to staff.

The provider had a contingency plan to manage an outbreak of COVID-19 and staff were trained to recognise the symptoms of COVID-19 and take prompt action.

Plentiful supplies of personal protective equipment (PPE) was in evidence at the entrance to the home and throughout the building. Care staff were seen to wear surgical masks and aprons at all times in communal areas and were observed to carry out effective hand hygiene procedures. Kitchen staff were observed to wear a fabric mask. The registered manager provided assurances that in future, when they were outside of the kitchen this would be changed for a recognised surgical mask to reduce the risk of infection. Additional signage was used to identify when a person was assessed at higher risk of infection, for example when newly admitted to the home. This provided as a reminder to staff to wear full PPE including gloves, apron and gloves when entering their room.

Regular testing for COVID-19 was carried out for staff and people who used the service. Staff had been provided with training and observed practice prior to being provided with kits to take home to carry out their own LFD tests.

People who used the service were supported to communicate with their friends and family. Telephones and

electronic devices were used to communicate. At the time of the inspection a national lockdown was in effect and visiting arrangements reflected national best practice guidance. Information by letter, had been provided to nominated family and friends regarding the arrangements to ensure safety when visiting the home. Visitors were required to take a COVID-19 test on arrival at the home and wait in their car or outside for the results. A summerhouse had been installed in the grounds, supplied with heating, a plastic screen and an intercom to reduce the risks of cross infection. Visits for compassionate reasons, such as end of life care, were facilitated for people living at the home.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

**Inspected but not rated**

Inspected but not rated.

# Liskeard Eventide 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.

As part of CQC's response to the COVID-19 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 25 March 2021 and was announced.

# 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.