

Anchor Hanover Group

Moore Place

Inspection report

Portsmouth Road
Esher
Surrey
KT10 9LH

Website: www.anchor.org.uk

Date of inspection visit:
04 February 2022

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07 March 2022

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

Moore Place is a residential care home providing personal care to up to 60 people. At the time of our inspection there were 56 people using the service. The home is a purpose built building spread over five floors with communal areas on each floor. One of the floors specialises in providing care to people living with dementia.

We found the following examples of good practice

There were enough staff to meet people's needs. There were plans in place to ensure cover of any staff shortages due to following isolation guidance or testing positive for COVID-19. The provider had managed to avoid using agency which meant people were being supported by regular staff that they knew well.

People who lived at the home were supported to access testing for COVID-19 and to have their COVID-19 vaccinations. If people contracted COVID-19, they were supported to self-isolate in their bedrooms. The registered manager had implemented additional mental wellbeing programmes for people self-isolating in their rooms. This included additional snack trays and staff visits to complete 1-2-1 activities.

The provider had introduced measures to ensure visits were conducted in a safe way and in line with government guidance. Visitors were required to provide evidence of a negative lateral flow test and to complete a list of COVID-19 screening questions. The registered manager and staff had promoted the essential care giver scheme to enable people to see more of chosen relatives. Professionals visiting the home also had to demonstrate their COVID-19 vaccination status.

Staff took part in a COVID-19 testing programme that had been introduced at the home. Any staff who contracted COVID-19 did not return to work until they had completed the recommended period of self-isolation and had proof of a negative LFT test. All staff tests both negative and positive were kept on a spreadsheet tracker, this meant the registered manager had oversight of all staff member self-isolation periods and accurate periods of exemption from PCR tests.

The premises were clean and hygienic. Since the beginning of the pandemic additional cleaning schedules had been introduced and standards of infection prevention and control (IPC) were audited regularly. Staff had access to all the personal protective equipment (PPE) they needed and had attended training in both PPE use and IPC measures to be followed.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Moore Place

Detailed findings

Background to this inspection

The 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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 on 4 February 2022 and was announced. We gave the service a short notice period of the inspection.

Is the service safe?

Our findings

Staffing

- The provider 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 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.
- The provider was facilitating visits for people living in the home in accordance with the current guidance.
- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.