

Minster Care Management Limited

# Amberley House Care Home

## Inspection report

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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

Amberley House Care Home provides accommodation and nursing care for up to 30 older people. On the morning of our inspection, 21 people were using the service with an admission planned for the afternoon. The service is a detached property with accommodation provided on three levels, a lift provides wheelchair access to levels and stair lifts are also provided.

We found the following examples of good practice.

Staff were following current infection prevention and control guidance to help people to stay safe. Staff were using personal protective equipment (PPE) appropriately during our inspection. The service had good stocks of PPE and this equipment was readily available to staff throughout the service. All staff had received training on the appropriate use of PPE and additional training on infection control practices and COVID 19. The registered manager regularly worked alongside care staff and ensured best infection control practices were followed.

The service has procured a door entry system that remotely checked visitor's temperature on arrival and provided an audible reminder to don face masks before entering the building.

On the day of our inspection there was a national lock down in place and the service was closed to regular visitors. There were arrangements in place to enable relatives to safely visit people in their own rooms at the end of their lives.

When visits were permitted the service had developed appropriate procedures for visits to be completed as safely as possible. Visitors were by appointment only and used a separate entrance. A clear plastic screen and appropriate PPE were used to manage infection control risks associated with indoor visits. During the summer and periods of fine weather, outdoor visit had been facilitated on the service's veranda. During the pandemic improvements had been made to the service's internet connectivity and WIFI internet access was now available from all bedrooms. People were regularly supported to make video and telephone calls to friends and family.

The service was clean and well maintained. New, easily cleaned, flooring had been installed in most areas of the home since our last inspection and sluices were now available on each level of the service. Housekeeping staff were on duty every day and there were appropriate cleaning procedures in place. High contact areas were cleaned regularly, and night staff had also taken on additional cleaning responsibilities.

Infection control policies and procedures had been reviewed and updated in response to the Covid-19 pandemic and regular infection control audits had been completed. The registered manager had plans in place detailing how any outbreak of the infection would be managed.

Admission procedures were safe and everyone returning from hospital or moving into the service was cared

for in isolation for two weeks. Regular testing of both staff and people who used the service was completed in accordance with current guidance.

The registered manager maintained regular communication with people, staff and relatives to ensure everyone understood why precautions were being taken, and how to keep people safe.

## 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**

# Amberley House 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.

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 3 February 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.