

Abbey Healthcare (Cromwell) Ltd

Cromwell House Care Home

Inspection report

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14 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

Cromwell House Care Home is a care home for up to 66 older people, some of whom may be living with dementia. It is a three-storey adapted building. There were 58 people living at the home at the time of this visit.

We found the following examples of good practice.

There was a purpose-built visiting pod in place with a clear screen to separate visitors from people. Visitors, one or two people only, could visit their family member/friend for 20 minutes by appointment. Entrance and exits for visitors to this pod was different to the main entrance. Gaps in-between each visit were 10 minutes so that staff can clean in between the visits. These visits are currently suspended due to the local area being in Tier 4. Phone calls and video calls were in place so people could stay in contact with friends and family. There was a designated staff member employed to support people with this. These calls were also by appointment to make sure everyone had their fair share of contact with relatives and friends.

On arrival into the building, an external health or social care professional visitor waited to enter, then signed in (track and trace), sanitised their hands and had their temperature checked. They also answered a health declaration around COVID-19. There was also a request to take COVID-19 lateral flow test. The registered manager told us that in an emergency such as for paramedics this would not be expected of them.

Posters were on display to prompt people and staff to social distance. Information was also provided to people in large print to aid with their understanding.

Relatives were communicated to about COVID-19 restrictions when booking their visit, or via email and letters. A relative meeting via a video call had also taken place where the registered manager answered any questions, they may have about COVID-19 and restrictions.

Post to the home and parcels were wiped clean wherever possible or set aside for 72 hours to prevent cross contamination.

Chairs in communal areas such as dining rooms and lounges had been spread out to promote social distancing.

Staff changed into their uniform and don and doff their PPE before starting work. Lockers were in place for staff to store their non-work clothes and belongings. The registered manager conducted a daily walkaround to check staff were wearing their PPE correctly. Spot checks on staff competencies were in place re handwashing and hand hygiene (using ultraviolet lights), and PPE assessments.

Staff wore uniforms with their name and picture badge on it to reduce the risk of people becoming alarmed due to face masks being worn. The nurses at the service had taken on designated health tasks such as wound management and dressing to help free up and support the local district nurses team.

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

Cromwell 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 14 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 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.