

Anchor Hanover Group

St Anne's - Saltash

Inspection report

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Date of inspection visit:
17 February 2021

Date of publication:
10 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

St Anne's is a care home which offers care and support for up to 33 predominantly older people. At the time of the inspection there were 28 people living at the service. Some of these people were living with dementia.

We found the following examples of good practice.

The service had sufficient supplies of Personal Protection Equipment (PPE) and was available throughout the service. This included a two week emergency pack of supplies if the supply was not able to be delivered as normal. Signage was in place throughout the home regarding the requirement for wearing PPE. Additional signage identified the PPE to be worn when a person was assessed at higher risk of infection.

The home was clean, hygienic and uncluttered in appearance. There were procedures to ensure that infection control risks were reduced. For example, increased cleaning of communal areas and weekly audits to ensure cleaning procedure were followed thoroughly. All high contact areas were cleaned regularly throughout the day and night staff also had a cleaning rota.

Procedures were in place regarding self-isolation for people and staff if they showed symptoms of COVID-19, or who were admitted to the home from the community or other health care provision. The admission procedure had been reviewed and developed to reduce the risk of infection from COVID-19.

Due to the current national lock-down, visiting was currently restricted. Friends and families were provided with information on the current restrictions. Where visiting was permitted inside the home for compassionate reasons. For example for people receiving end of life care, suitable infection control procedures were in place. Visitors were accompanied around the building by staff, and only able to be spend time in their relative's bedroom. Visitors were screened for COVID-19 prior to entering the home. Visitors were required to wear masks and PPE.

The service had a summer house set up in the grounds to enable visitors to meet people safely with a clear screen installed to minimise the risks of infection. This enabled social distancing to be maintained. People were supported to speak with their friends and family using IT and the telephone as necessary.

Appropriate testing procedures for COVID-19 had been implemented for all staff and people who used the service following national guidance regarding the frequency and type of testing. Arrangements had been made to enable people and staff to access the vaccine.

Infection control policies and procedures had been updated in line with the national guidance relating to COVID-19. Staff were provided with verbal and emailed information when best practice recommendations were updated. The training for staff regarding infection control had been updated to include guidance relating to COVID-19.

The registered manager had completed risk assessments regarding the environment and risks to staff and people who used the service. The registered manager was aware of staff members who were at increased risk from COVID-19 and a plan had been agreed with staff should there be an outbreak in the home.

The provider had a detailed contingency plan to manage any outbreak of COVID-19.

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

St Anne's - Saltash

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 17 February 2021 and was announced.

Is the service safe?

Our findings

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.