

Glendale Court (Teignmouth) Limited

# Glendale Court

## Inspection report

Third Drive  
Teignmouth  
Devon  
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27 August 2020

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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

Glendale Court is a residential care home providing personal care for upto 37 older people. The home is located in two houses joined by an internal corridor.

We found the following examples of good practice.

- Two indoor and three outdoor spaces had been adapted to allow visiting to happen safely. This included the installation of Perspex screens to create visiting 'booths' indoors. People were able to book visits at a time that suited them, and choose which space they preferred.
- Routes of entry and exit to visiting spaces ensured social distancing was maintained.
- The Registered Manager suspended admissions to the service until they could assure themselves that the risks to people already living in the service were reduced. Admissions only resumed once people were able to be tested for Covid-19 before moving to the service.
- The Registered Manager and Deputy Manager demonstrated strong leadership and clear expectations of the standards they expected staff to maintain with regards to Personal Protective Equipment and routine testing.
- The Providers had invested in specialist equipment to sterilise and disinfect the environment.
- Proactive measures had been taken to prepare for any increase in Covid-19 infections in the local community. This included employing additional staff, moving the laundry to an external building and purchasing specialist equipment.

Further information is in the detailed findings below.

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

We always ask the following five questions of services.

### **Is the service safe?**

People were protected by systems in place to prevent and control infection.

**Inspected but not rated**

# Glendale Court

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 27th August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# 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 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 have also signposted the provider to resources to develop their approach.