

# Harbour Care (UK) Limited

# Anchor House

## Inspection report

1 Evering Avenue  
Parkstone  
Poole  
Dorset  
BH12 4JF

Tel: 01202735914

Date of inspection visit:  
27 August 2020

Date of publication:  
09 September 2020

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

Anchor House is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided. Anchor House does not provide nursing care.

Anchor House is registered to accommodate up to seven people. At the time of our inspection there were seven people living at the home in one adapted building in a residential area of Poole.

We found examples of good practice which included the following:

Each person had a 'My Covid-19 Visiting Support Plan'. This helped identify their needs and any risks in relation to the pandemic. There was clear guidance for visitors to understand what was expected of them with regards Infection Prevention and Control (IPC) procedures. There was a supply of fluid repellent surgical masks for visitors and additional Personal Protective Equipment (PPE) including aprons and gloves if visitors were intending to meet with people living there. All visitors were met, health screened and escorted by staff during visits to monitor compliance with infection control and ensure peoples' and staff member's safety. All visits were pre-booked to reduce the numbers of people in the home at any one time. When face to face visits were not possible, the home had supported alternative ways of people staying in touch with those important to them via email, telephone and video calls. The home was exploring how to safely support indoor visits in the winter months.

When people had needed to isolate or shield, staff had helped them to do this. A regular group of staff supported people to maintain consistency and reduce the risk of cross infection. The layout of the lounge had been modified to support social distancing guidelines. Staff wore PPE in line with government guidance.

To help maintain people's wellbeing staff provided enhanced levels of interaction including additional personalised sensory activities. Staff had created three flower beds in the large, secure outside space which gave people stimulation through colour, smell and texture.

The home used two devices for Aerosol Generating Procedures (AGP). The up to date IPC policy provided clear detail about how these should be operated safely. Staff understood and followed this guidance. The home had ensured staff had and wore all the necessary enhanced PPE to carry out these procedures. The local fire service had provided training to make sure the required masks fit well and kept staff safe.

The home had an IPC lead in place. Allocated staff were required to conduct daily environmental audits to ensure cleaning was kept to a high standard. The home was visibly clean throughout.



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

We always ask the following five questions of services.

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

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Anchor House

## **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 27 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 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 when required or requested.
- 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.