

Annacliffe Ltd

# Annacliffe Residential Home

## Inspection report

Annacliffe Limited  
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09 March 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

Annacliffe Residential Home provides accommodation for persons who require support with personal care. The care home accommodates up to 60 people. At the time of the inspection there were 53 people living at the care home.

We found the following examples of good practice.

- The registered manager had ensured staff could access comprehensive and informative training in various aspects of infection control. Staff competency in infection prevention and control was checked to ensure they followed good practice.
- The environment and equipment had been arranged to minimise the risk of infection and was clean and clutter free. Equipment was available throughout the home to reduce the risk and spread of infection.
- Information was gathered from visitors to help minimise the risk and spread of infection. The home followed best practice guidance to relation to the testing of visitors.
- Risk assessments were carried out to minimise the risk and spread of infection.
- Processes to minimise the risk of infection were carried out by staff. For example, temperature checks, safe waste disposal and increased cleaning of the home took place.
- Covid-19 policies and risk assessments were available and known by staff.
- Checks and audits were carried out on the cleanliness of the home and action taken if this was needed.
- Adequate handwashing facilities, infection control gel and personal protective equipment (PPE) was available to support best practice.
- Staff supported people to maintain contact with their loved ones by using the dedicated 'visitors' hub' when this was possible. Other forms of contact were used to help people and their loved one stay in touch. For example, electronic tablets and private social media sites. The home had 3 telephones which were dedicated to visitors calls.
- People were supported to access health professional advice and maintain their well-being.
- The service was taking part in the whole home testing process and to access COVID-19 vaccinations. People at the home were supported to decide if they wanted to participate. If people were unable to make this decision for themselves, best interest discussions were held with relatives and documented.
- Appropriate signage was displayed throughout the home to promote best practice.

## 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**

# Annacliffe Residential 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 09 March 2021 and was announced.

# Is the service safe?

## Our findings

- 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 whenever possible. If this was not always appropriate, risk controls were in place to minimise the risk and spread of infection.
- 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.