

Sharob Care Homes Ltd

Eldon House Residential Home

Inspection report

Downgate
Upton Cross
Liskeard
Cornwall
PL14 5AJ

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24 February 2021

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Tel: 01579362686
Website: www.eldonhouse.com

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Eldon House Residential Home is a registered care home and provides accommodation and personal care for up to 22 older people. At the time of our inspection there were 20 people living at the service.

We found the following examples of good practice.

The home was clean and uncluttered in appearance. There were procedures to ensure that infection control risks were reduced. For example, increased cleaning of communal areas and high touch areas such as door handles and light switches. Appropriate waste bins were available for the disposal of clinical waste, including PPE.

Procedures were in place regarding self-isolation for people 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.

The home had a contingency plan to reduce the risk of cross infection should there be an outbreak of COVID-19 in the home. This included self isolation for residents who showed symptoms and separating staff teams so they cared for a reduced number of people and did not care for both symptomatic and non symptomatic residents.

The home had designated and separate entrances for staff and visitors. A changing area was available for staff coming into the home and before leaving their shift. The provider supported staff by washing their uniforms if required. This helped to reduce the risk of infection being brought into the home.

Due to the current national lockdown, visiting was restricted. Information was provided to friends and families by telephone call, letter, email and on the home's website regarding the visiting arrangements. Where visiting would be allowed for compassionate reasons (for example for people receiving end of life care), suitable infection control procedures would be followed when visitors entered and moved around the building. Visitors were screened for COVID-19 prior to entering the home. Visitors were required to wear masks and, as necessary, other protective personal equipment (PPE).

The registered manager was in the process of developing plans and procedures for when visiting to the home is permitted in line with national guidelines. A 'pod' style building was being purchased for the grounds to use for visits and when the weather improves, a summer house would also be available. A room next to the front door was being refurbished to allow visitors without the need to access further into the home.

People were supported to speak with their friends and family using IT systems and the telephone as necessary. A recent activity had supported residents to write letters to their loved ones.

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.

An electronic recording system evidenced staff assessed residents for the development of COVID-19 symptoms. This included twice daily monitoring of physical symptoms such as temperature checks.

Infection control policies and procedures had been updated in line with the national guidance relating to COVID-19. Staff had access to the policies and procedures including updates. 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 residents. The registered manager was aware of staff members who were at increased risk from COVID-19 and measures that would be required to keep them safe, should there be an outbreak in the home.

Plentiful supplies of PPE were available in the home. This included masks, gloves, aprons, gowns, visors and goggles. Signage regarding the requirement for wearing PPE and handwashing was displayed. When visiting resumed following this lockdown the registered manager intended to increase the signage at each entrance to provide a visual reminder to visitors. Additional signage would be used to advise all staff of the PPE to be worn when a person was assessed at higher risk of infection. For example, for a new admission or for someone showing symptoms or testing positive for COVID-19.

Staff breaks were staggered to reduce the risk of groups of staff congregating together.

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

Eldon House 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 24 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.