

Karlyon Care Ltd

# Tamara House

## Inspection report

Thanckes Close  
Torpoint  
Cornwall  
PL11 2RA

Tel: 01752813527

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17 January 2022

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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

Tamara House is a residential care home that provides care and accommodation for up to 29 older people, some of whom are living with dementia. At the time of the inspection there were 17 people living in the service.

We found the following examples of good practice.

There had been an outbreak of COVID-19 at the service. During this time the manager had communicated with people, staff and families regularly to ensure everyone understood the measures put in place to help keep people safe.

Management, activity and administrative staff provided care to ensure there were enough staff on duty to cover for absences, due to staff having to self-isolate. Care staff also covered extra shifts and as a result agency staff had not been used. The provider paid staff double time when working during the outbreak in recognition of their commitment to supporting the service throughout this difficult period, which had coincided with the Christmas and New Year holidays.

Personal protective equipment (PPE) was available to all staff and visitors. Visiting was taking place according to current government guidance.

Staff and people living at the service were regularly tested for COVID-19 and the service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We spoke with three relatives about the visiting arrangements and staffing levels. Comments included, "The days I am able to visit vary each week and often I ask to visit at short notice, but they always accommodate a time that suits me. I have never been refused a visit and on one occasion I only gave 15 minutes notice of my request to visit", "I visit every day and staff keep me informed if they are any changes to {person's] health", "There always seems to be enough staff, I have no concerns about staffing levels."

A few days before our visit NHS commissioners had carried out a check of the home's infection control procedures and had not found any concerns. A recommendation from that visit, to provide wall mounted alcohol-based hand rub pumps in the stairway for staff to use after touching door and keypad, had been actioned.

Additional cleaning protocols were in place to ensure all high touch points were regularly sanitised. A recommendation made at a previous inspection about cleaning staff working at weekends had been actioned. There were now cleaning shifts for six hours on both Saturday and Sunday.

## 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**

# Tamara 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.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 17 January 2022 and was announced. We gave the service two days' notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

### 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.