

Anchor Hanover Group

Glendale

Inspection report

Ambleside Avenue
Walton On Thames
Surrey
KT12 3LW

Website: www.anchor.org.uk

Date of inspection visit:
26 August 2020

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18 September 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Glendale is a care home registered to provide accommodation for up to 61 people who have personal care needs. At the time of the visit there were 49 people living in the service with a range of needs including people living with dementia.

We found the following examples of good practice.

- The home locked down early and is still closed to many people, for example hairdressers. Relatives did not come into the home unless they were visiting someone at the end of their life. Relatives could visit people in a secluded area of the garden where there was a gazebo with a personal protective equipment (PPE) station inside. There was an appointments system in place with half hour time slots, and a maximum of two people at each visit. Visitors wore masks and understood the procedures in place to keep people safe. All visitors had a risk assessment in place.
- People moving into the service were required to have a negative test for COVID-19 before admission and self-isolate for 14 days. Staff used this time to get to know the person and their allocated care worker offered one to one sessions for emotional wellbeing support. After 14 days, if they were symptom free, they were introduced to their neighbours and a welcome tea party was held.
- There was a dedicated housekeeping team and revised cleaning schedules were in place. The service followed good practice guidance for linen and laundry. There was a dedicated laundry assistant with a rota in place. Everyone living in the service had their laundry done individually; there was no mixing of clothing or bedding.

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

Glendale

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 26 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

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.