

Anchor Hanover Group

Silver Court

Inspection report

Halsford Lane
East Grinstead
West Sussex
RH19 1PD

Tel: 01342321717

Website: www.anchor.org.uk

Date of inspection visit:
24 February 2021

Date of publication:
15 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Silver Court is a care home without nursing which is registered to provide a service for up to 42 people aged 65 and over who require assistance with personal care. At the time of the inspection 33 people were living at the home. People living at the home had a variety of care and support needs, such as dementia and physical disabilities. The service is provided from a single purpose built residence offering single occupancy en-suite rooms.

We found the following examples of good practice.

People were well supported by staff to have telephone and internet contact with their family and friends. There were technology champions amongst the staff who promoted and supported residents with technology solutions. The service facilitated in person visits in a manner which minimised the risk of infection spread, including outside visits.

Plans were in place to isolate people with COVID-19 to minimise transmission. The service had good supplies of personal protective equipment (PPE) that were readily available in stations throughout the service.

Visitors were asked screening questions and to sanitise their hands when they arrived. Visitors were also provided with appropriate PPE prior to entering the home.

Staff had received training on how to keep people safe during the COVID-19 pandemic and staff and residents were regularly tested for COVID-19. The building was clean and free from clutter. Internal gates within the gardens had been removed to reduce the number of high touch areas.

Staff ensured people's welfare had been maintained and they had sufficient stimulation, such as themed crafts, quizzes and music sessions. Activities were often repeated to enable smaller groups to participate.

Smaller themed seating areas had been created in different areas of the home, for example one small seating area was decorated like a library and had a selection of books available for residents.

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

Silver Court

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

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 personal protective equipment 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.