

St Anne's Residential Home Limited

# St Anne's Residential Home Limited

## Inspection report

Whitstone  
Holsworthy  
Devon  
EX22 6UA

Tel: 01288341355

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27 October 2020

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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

St Anne's Residential Home Limited is a care home registered to provide personal care. At the time of our visit there were 32 people living in the service. The service provides accommodation over two floors. There is a lift available and all bedrooms have en-suite facilities. Communal facilities include an accessible garden. We found the following examples of good practice.

The staff were following up to date infection prevention and control guidance to help people to stay safe. The providers kept staff up to date through on-line training and the registered manager spoke to staff to update them. The registered manager ensured staff understood why every measure was in place.

The registered manager worked with the housekeeping team and care staff team to ensure infection prevention and control measures were followed.

The registered manager provided training to ensure staff knew how to keep people safe during the COVID-19 pandemic. The registered manager ensured staff had access to additional support, including contact by phone and one-to-one meetings, with any emotional support needed in response to the pandemic.

Staff supported people to occupy themselves and provided activities whilst maintaining their safety. People who preferred to spend their time in communal areas were supported to do this whilst maintaining physical distancing.

Staff helped people to stay in touch with family and friends through phone and video calls. Visitors could also book appointments to visit people in a safe way. The designated visitors room was designed to keep both visitors and people safe.

The registered manager was communicating with people, staff and family members regularly to make sure everyone had an understanding of the precautions being taken, and how to keep people safe.

Further information is in the detailed findings below.

## 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**

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## **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 conducting a thematic review of infection control and prevention measures in care homes.

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.

This inspection took place on 27 October 2020 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 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.