

Thorncliffe Care Limited

Thorncliffe House

Inspection report

Thorncliffe
15 Thornhill Park
Sunderland
Tyne and Wear
SR2 7LA

Tel: 01915109736

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19 November 2020

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26 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Thorncliffe House accommodates 24 people with personal care needs in one adapted building. Some of the people were living with dementia. On the day of our inspection there were 15 people using the service.

We found the following examples of good practice:

- Appropriate measures were in place at the entrance and inside the home to prevent visitors from spreading infection. All visitors were required to wear appropriate personal protective equipment (PPE) and follow good hand hygiene practices.
- The environment was very clean and additional cleaning was taking place. Some minor changes had been made to the layout of furniture to encourage and support social distancing.
- There were sufficient stocks of personal protective equipment (PPE). There was clear signage on the correct use of PPE and handwashing techniques, and staff had received appropriate training in infection prevention and control.
- Staff supported people's social and emotional wellbeing. National visiting restrictions were in place so people were supported to keep in touch with their family members via video or telephone calls. A company vehicle had been converted so that people could safely visit family members who were shielding and see them through the vehicle window.

Further details can be found in the key question 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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Thorncliffe 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 19 November 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.