

Mrs Eileen O'Connor-Marsh

# Tower House Residential Home

## Inspection report

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03 March 2021

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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

Tower House Residential Home is a care home for older people, including those living with mental health needs and dementia. There were 21 people living in the home at the time of the assurance visit.

We found the following examples of good practice:

- The provider had adapted its separate external conservatory to act as the visitors' area for donning and removing personal protective equipment (PPE), prior to any visitor entering the premises. At the time of the inspection, no relatives were able to visit due to the national lockdown in place.
- PPE stations had been set up around the premises so staff did not have to walk long distances to don or remove PPE when caring for people in their own rooms.
- The provider had embraced technology to allow people to speak with relatives on electronic devices, for staff to join regular forum meetings and local authority infection prevention and control update calls.
- Staff had completed all appropriate infection prevention and control training modules online.
- Shielding people and staff have been well supported throughout the pandemic.
- The provider responded well to contain an outbreak in December 2020 and sought advice from the public health team.

## 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**

# Tower House Residential Home

## **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 3 March 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 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.