

Anchor Hanover Group

# Townend Close

## Inspection report

Victoria Road  
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Keighley  
West Yorkshire  
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Date of inspection visit:  
29 January 2021

Date of publication:  
24 February 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Townend Close is a care home which provides support for up to 39 older people. The service is a single adapted building, split over two floors with a lift to the upper floor. At the time of our inspection, 25 people were using the service

We found the following examples of good practice.

Systems were in place to make sure the service was clean and to minimise the risk of infection transmission. People using the service and staff took part in routine testing for COVID-19.

Communal areas had furniture arranged to ensure social distancing was. For example, a drinks table was placed between chairs in the lounge and no more than two chairs were at each dining table.

Staff wore appropriate personal protective equipment (PPE) and regularly sanitised their hands. People told us staff always wore a mask and the service was kept clean.

The service had a visiting room with a floor to ceiling plastic partition with hand washing facilities and PPE for visitors to wear. Visitors all completed a COVID-19 screening questionnaire.

## 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**

# Townend Close

## **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 29 January 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.