

Anson Care Services Limited

Tremethick House

Inspection report

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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

Tremethick House is a residential care home providing personal care and accommodation for up to 42 people, some of whom are living with dementia. At the time of the inspection 39 people were receiving support.

We found the following examples of good practice:

- The service allowed people to meet visitors in a designated visitor's room. The room had an external door which meant that visitors did not need to enter the rest of the building, subsequently minimising the risk of cross infection. When visitors did need to go around the rest of the building (for example if a person is receiving end of life care, or if contractors visit the service,) rigorous procedures were in place. All visitors were currently required to ring beforehand. Visitors were required to wear masks, and as necessary other personal protective equipment (PPE) to minimise the risk of infection to people and staff. These measures ensured the risk of infection was minimised.
- Staff had helped people to stay in touch with family and friends through phone calls, and through the internet. The owner of the service sent out a newsletter approximately once a month to people's family and friends to keep them updated about life at the service. Staff assisted people to use IT and the telephone as necessary. Additional IT equipment had been purchased to assist people to keep in touch with family and friends.
- The service had identified an area of the building which could be used for people should they need to isolate, and /or who were admitted to the service. This ensured there was minimal risk from infection to other people at the service.
- Suitable testing routines had been arranged for staff and people who used the service. The registered manager said both staff and people who used the service had been happy to participate in regular testing.
- Robust admission procedures were in place, for example, the service required documentary evidence of Covid-19 test results before people moved in, followed by a period of self-isolation.
- The service was providing a range of social activities for people to help to keep them entertained and occupied. The service had dedicated activities staff to provide one to one, and group activities. Some outings, organised according to government guidelines, were arranged so some people were still able to go out.
- Staff had received suitable training and guidance regarding infection control, and how to respond to the Covid 19 pandemic. During the inspection we observed staff demonstrating suitable knowledge of good infection control practice. Other staff training had also been maintained.
- The service had comprehensive policies and procedures in respect of Covid 19 and its implications on the running of the service. From our discussions and observations these had been effectively implemented.
- The service was clean. Effective cleaning routines were implemented to ensure infection control risks were minimised and people were kept safe. Suitable cleaning routines were in place to help keep hygiene standards to a good standard.
- Suitable staffing levels were maintained at the service. Where necessary bank staff, employed by the registered provider, were used for example to cover staff sickness. Bank staff were required to complete

appropriate training, and participate in regular testing, to minimise the risk of cross infection. Staff working across services managed by the provider was kept to a minimum.

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

Tremethick 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 3 November 2020 and was announced. The service was part of a thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.

We found no concerns in respect to the provider's response to the Covid -19 pandemic, or in general regarding standards of quality and safety.