

The Elms Care Centre Limited

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Inspection report

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Saltash
Cornwall
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Tel: 01752846335

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20 January 2022

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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

The Elms Care Centre is registered to provide accommodation for nursing and personal care for up to 37 older people.

We found the following examples of good practice.

- Staff completed some practise sessions putting on and taking off their PPE, (personal protective equipment, such as gloves, aprons and masks), in front of people. People were given laminated cards of how this should be done and were able to recognise if staff had done it correctly.
- One person used lip reading to understand what staff were saying. Staff understood there was a risk to the person if they removed their mask, so they made sure they were socially distanced from the person before removing their mask to communicate.
- Musical entertainment had been put on outside, in warmer weather, so people could enjoy it without the risk of cross infection. The registered manager told us people from the local community who were passing, stopped to enjoy the music and join in too.
- People and visitors confirmed visiting had continued according to current guidance, and that other social contact, such as phone and video calls had also been encouraged.

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

The Elms Care Centre

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 20 January 2022 and was announced/unannounced. We gave the service one day's notice of the inspection.

Is the service safe?

Our findings

Staffing

- The registered manager told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.