

St Anne's Court Care Limited

St Anne's Court

Inspection report

16A St Anthony's Road
Bournemouth
Dorset
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Tel: 01202551208

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28 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

St Anne's Court is an adapted property in a residential area of Bournemouth. It is registered to provide care and support for up to 26 older people some whom were living with dementia. The home is split over two floors which are accessible by stairs or a lift. There were 22 people living at the home at the time of inspection.

We found the following examples of good practice.

People told us the managers and staff at St Anne's Court worked every day to keep them safe. We spoke with seven people who were all complimentary about the care they received, in particular during the COVID-19 pandemic. People told us they were supported to maintain vital contact with their loved ones. People told us they were treated with affection, we observed many caring interactions between the manager, staff and people which contributed to the atmosphere of the home.

There were safe practices in place for welcoming visitors to the home. These included rapid COVID-19 testing, temperature checks, hand sanitising, symptom and health checks. Vaccination status was checked for all visiting professionals. Records of mandatory staff vaccinations were maintained. Staff testing for COVID-19 was at the frequency in line with government guidance.

Supplies of personal protective equipment (PPE) were in good supply and we observed staff wearing this correctly. When it was necessary for people to isolate from others we noted individual PPE stations outside their room to maintain good hygiene practices.

The home was a good standard of cleanliness. At the start of the pandemic St Anne's Court worked to provide 'care' training to other disciplines of staff such as the domestic and housekeeping team. This formed part of their emergency contingency plan and meant that if they were experiencing staff shortages during the pandemic they could be supported to deliver care by other members of the team. The home manager told us general cleaning took place daily and bedrooms were deep cleaned once a month on a rota basis or as needed. High use points such as bannisters and door handles were cleaned often throughout the day. Staff had training in infection prevention and control and were shown how to put on and take off PPE correctly. St Anne's Court had an infection prevention control policy in place and undertook regular audits of the cleanliness within the home.

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

St Anne's Court

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 28 January 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider 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.