

# Abbeyfield Lancaster Society Limited(The) Chirnside 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

Chirnside House is a 'care home' and provides personal care and support for up to 30 people who may be living with dementia. It is situated on the outskirts of Lancaster and close to local amenities. The home has communal areas which consist of dining rooms and lounges. There is also a garden area for people to enjoy. There is parking available at the home.

We found the following examples of good practice

- The registered manager had ensured staff could access comprehensive and informative training in various aspects of infection control. Staff confirmed they felt confident in the training and their competency was checked to ensure they were implementing best practice.
- The environment had been arranged to minimise the risk of infection and was clean and clutter free.
- An area of the home was being developed to support socially distanced visits to take place in the home.
- Risk assessments were carried out to minimise the risk and spread of infection.
- Processes to minimise the risk of infection were known by staff and carried out to minimise the risk and spread of infection. For example, temperature checks, safe waste disposal and increased cleaning of the home took place. Specialist cleaning equipment had been purchased to help maintain the cleanliness of the home.
- Visitors arranged to visit people at the service in advance and handwashing facilities, infection control gel and personal protective equipment (PPE) was available to support safe visits.
- Staff supported people to use electronic tablets and telephones to maintain contact with loved ones.
- People were supported to access health professional advice through the use of electronic tablets and secure email, care records were updated to reflect the advice.
- Covid 19 policies and risk assessments were available and known by staff. Staff told us they felt safe as the service was following best practice to minimise the risk and spread of infection and appropriate PPE was provided.
- The service was taking part in the whole home testing process. People at the home were supported to decide if they wanted to participate. If people were unable to make this decision for themselves, best interest discussions were held with relatives and documented.
- Appropriate signage was displayed throughout the home to promote best practice.
- Policies and procedures were reviewed against best practice guidance as this became available.

## 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**

# Chirnside 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 14 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

## Is the service safe?

### Our findings

- 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 have also signposted the provider to resources to develop their approach.