

Cornwall Care Limited

# Chyvarhas

## 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

Chyvarhas is a care home registered to provide nursing and personal care. At the time of our visit there were 19 people living at the service. Chyvarhas is situated in the town of Callington. It is a purpose-built single storey building with a range of aids and adaptations in place to meet the needs of people living there. All rooms were single occupancy. There was a large communal lounge/ dining area, but smaller lounge areas were situated throughout the home for peoples use. The service is surrounded by accessible garden areas.

This inspection took place on 2 December 2020 and was announced.

We found the following examples of good practice.

The registered manager was communicating with people, health professionals, staff and family members regularly. This was to make sure everyone understood procedures and precautions being taken, and how to keep people safe during the current Covid-19 outbreak. The registered manager worked with the care staff team to ensure infection prevention and control measures were followed.

The registered manager provided training to ensure staff knew how to keep people safe during the COVID-19 pandemic and the current outbreak in the service. They ensured people living and working at Chyvarhas had access to additional support. This included one-to-one meetings and contact by phone, with any emotional support needed in response to the current outbreak.

We observed there were effective procedures in place to support staff to follow current guidance on infection prevention and control in order to help people to stay safe. The registered manager ensured staff and people who used the service understood why the measures were in place.

The registered manager was supported by the organisation, and other health professionals including GP's. Communication was enhanced using interactive technology. This enabled the registered manager to communicate regularly and gain advice and support during the current outbreak.

There were notices on people's bedroom doors for those who were currently isolating. This alerted staff to what was required and what PPE was to be worn before entering the room. Staff were aware of the additional checks they needed to carry out to ensure of people's wellbeing.

The design of the service had enabled staff to create zones where people who were positive were cared for in designated areas, to prevent the risk of the virus spreading to others. Some people found it difficult not to move about and we observed they had the space to do this safely due to the actions taken to create safe zones.

Staff helped people to stay in touch with family and friends through phone and video calls. The service was currently closed to all visitors.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Inspected but not rated.

**Inspected but not rated**

# Chyvarhas

## **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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe, and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 2 December 2020 and was announced.

# Is the service safe?

## Our findings

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.