

Jurvicka Limited

Sandhurst Residential Home

Inspection report

49-51 Abbotsham Road
Bideford
Devon
EX39 3AQ

Tel: 01237477195

Date of inspection visit:
19 March 2021

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14 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Sandhurst is a service which provides care and support for up to 23 older people, some of whom are living with dementia. At the time of the inspection there were 22 people living at the service. The home is a large adapted Victorian property within the outskirts of the town.

We found the following examples of good practice.

Staff were aware of the correct personal protective equipment (PPE) they needed to wear to keep people and themselves safe. There were several doffing and donning stations with Public Health England posters about correct order to put and take off the PPE. Staff were able to describe the right order and said there were always plentiful supplies.

All visitors were only allowed into the home once they had declared their health status, provided their contact details, completed a rapid COVID-19 test and had their temperature checked.

People were being supported to have visits from one designated family or friend into the service. This was done with testing of all individuals on each visit.

Staff supported people to maintain contact using video calls and phone calls. One person told us "Staff help me call my family when I ask."

The service had regular testing and had a good take up of staff and people receiving their first corona virus vaccine.

The home was clean and there were cleaning schedules to show that high touch points were being cleaned on a regular basis to help keep people safe. The registered manager said they were employing another cleaner to ensure that there was good cover across the seven days.

Staff had training and support to understand the fundamentals of infection control and COVID-19. There was a contingency plan for if the service had an outbreak

Staff were observed wearing PPE throughout the building and throughout the inspection. However, we did observe one or two staff members not wearing masks appropriately and another eat food with their mask around their neck and then return their mask without changing it. We fed this back to the registered manager who assured us they would ensure further PPE training would be put in place.

We advised on infection control within the laundry and following the inspection, the registered manager sent us evidence of lidded boxes being purchased for clean laundry.

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

Sandhurst Residential Home

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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 19 March 2021 and was announced.

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 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 assured that the provider was promoting safety through the layout and hygiene practices of the premises.

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