

Roscarrack House limited

# Roscarrack House

## Inspection report

Bickland Water Road  
Falmouth  
Cornwall  
TR11 4SB

Tel: 01326312498

Date of inspection visit:  
11 August 2020

Date of publication:  
11 September 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Roscarrack House is a care home registered to provide accommodation and personal care. Roscarrack House is registered for up to 19 people in one adapted building. At the time of our visit there were 17 people living in the home. The home provides accommodation over two floors connected by a stair lift. Five rooms have en-suite bathrooms and twelve have en-suite toilets. Communal facilities include specialist bathrooms, a lounge, a dining room and an accessible garden.

We found the following examples of good practice:

The service had managed well after some of the people who used the service and staff members had caught the virus in the spring. Everybody had made a full recovery.

The service was now providing a range of social activities for people. People were enjoying the entertainment which was taking place at the time of the inspection.

Staff had received suitable training and guidance regarding infection control, and how to respond to the coronavirus pandemic.

Staff helped people to stay in touch with family and friends through phone calls and visits in the garden. Physical distance guidance was being maintained.

The registered manager was communicating with people, staff and family members regularly to make sure everyone had an understanding of precautions being taken, and how to keep people safe.

Suitable audit systems were in place to check infection control standards, and ensure people stayed safe. The service looked very clean.

The service had updated its infection control policy in response to the coronavirus pandemic, and had developed a specific policy about how staff should respond to the pandemic. Staff were aware of the policy. The policy was updated as guidance and knowledge about the pandemic had changed.

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

We always ask the following five questions of services.

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

People were protected by systems in place to prevent and control infection.

**Inspected but not rated**

# Roscarrack 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 11 August 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

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 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 found no concerns in respect to the provider's response to the coronavirus pandemic, or in general regarding standards of quality and safety.